



Pedro Garcia Counselling  
Diversity Aware Counselling  
MBACP Registered Counsellor

## Privacy statement

This statement confirms how I, Pedro Garcia of Pedro Garcia Counselling, use and protect any information that you give to me whilst using the service.

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

I am committed to safeguarding and protecting your information. If I ask you for any information, it will only be used in accordance with this privacy statement.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- What data I collect from you
- What data I store where
- How I store information
- What I may share
- Breaches
- Additional information for website
- Your rights

I am registered with the Information Commissioner's Office.

I will not use your personal data to contact you for any other purpose than therapy, unless you have asked me to do otherwise. I will never share clients' data to other parties for marketing purposes, or similar.

I may change this policy from time to time, in line with legislation and updates. This policy is effective from 8<sup>th</sup> October 2024.

As a 'data controller', the General Data Protection Regulation (GDPR) is concerned with the personal information about you that I collect, store, and share, as below:

### ***What data I collect from you***

I collect your name and email address when you contact me.

When you come for therapy, I ask you to fill in a registration form. This includes:

Name  
Address  
Telephone number/s (plus permission to text or not)  
Email address  
Gender (or preferred identity)  
Age



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Occupation  
Names of key family members  
Brief therapy history  
Relevant medical conditions  
Prescribed medication/s  
A note of your current difficulties and therapy objectives

### ***What I store where***

#### **Smartphone:**

I store your mobile number but under a code rather than your name. This allows me to contact you in emergencies, but your identity code is meaningless to outsiders. Your emails, telephone contact history and texts may also be stored here should we exchange messages in this way. My smartphone is password and face ID protected.

#### **Computer:**

The registration form you email to me is held on my computer. My computer is protected by both a password and fingerprint authentication.

#### **Website:**

None of your personal information is stored on my website, other than momentarily if you use the 'Contact Me' section.

#### **Paper:**

I keep paper copies of the following in a secure environment:

Our signed & dated Therapy Agreement  
Your self-completed Registration Form

### **How I store information**

Your contact and appointment details will be kept for 7 years after your counselling sessions

Any emails, text, WhatsApp/ Telegram messages or other communications will be deleted at any time but not later than one month after receipt unless they are needed for legal or insurance purposes in which case they will be kept for 7 years as above.

Your telephone number will be stored on my mobile phone under a code only until the sessions end at which point it will be deleted.

If any reports are provided on your behalf, then these will be stored for 7 years and password protected.

I store a note of your appointment in my diary either by first name or your initial for 7 years.

If I should die or become incapacitated, then you will be notified, and my notes will be confidentially deleted within 3 months.



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## What I may share

All your personal information and everything you say is treated in the strictest confidence. I will never share your data or personal information with anyone else or with any other body apart from the following therapy-standard exceptions:

### **Clinical Supervision**

Like all registered psychotherapists in the UK, I am required to have monthly clinical supervision to support best practice, during which time some client material is discussed, on an anonymous and confidential basis.

### **By Order of Law**

If I am ordered by a court of law to share any of the information I hold about you, I will share only the minimum detail required and only after discussion with you wherever possible.

### **Suicidal Intent**

If I believe there is a significant risk to your safety or that of others, including the risk of suicide, I may share limited information with necessary emergency services. I will always try to discuss this with you first, whenever possible.

### **Terrorism and Money Laundering**

If I have become aware of your intent to commit an act of terrorism, or money laundering, the law may require that I inform an authority without seeking your permission or your knowledge.

### **Erasing your information**

I will securely hold your written information for up to seven years for insurance purposes. After this time has passed, I shred all written information.

## Breaches

I will report any data breach to the Information Commissioner, to BACP and to you within 72 hours if it becomes apparent that any data is stolen.

### ***Additional information for website***

I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

When someone visits my website, I use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns.

For more information on the privacy practices of Google, please visit the [Google Privacy Terms web page](#). I also encourage you to review [Google's policy for safeguarding your data](#).



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I use Webhealer as the content management system for the website - find out about Webhealer and data protection by clicking on [here](#).

No user-specific data is collected by me or any third party. If you fill in a form on the website, that data will be temporarily stored on the web host before being sent to me.

### ***Your rights***

To make a request for any personal information I may hold about you, please put the request in writing addressing it to [pgarcisa@outlook.com](mailto:pgarcisa@outlook.com)

If you have any complaint about how I handle your personal data, please do not hesitate to get in touch with me by writing or emailing to the contact details given above.

I would welcome any suggestions for improving my data protection procedures.

If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK.

For more information go to the [Information Commissioner's Office website](#).

**Date:** 8 October 2024