

## Privacy Notice

This privacy notice is written with the intention of providing transparent information regarding how I, James Ewens, of website [jamesewenstherapy.com](http://jamesewenstherapy.com) will process your personal data. This privacy notice highlights how I use your personal data, why I need it, how I store it and when I destroy it.

'Data controller' is the term used to describe the person/organisation that collects, store and has responsibility for people's personal data. In this instance, the data controller is myself, **James Ewens**.

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### My Service

I provide counselling and psychotherapy by private contract to clients. Further details are available in my counselling and psychotherapy agreement. I am registered with the Information Commissioner's Office. Registration reference ZA784378

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### Legal basis of processing data

The General Data Protection Regulation (GDPR) states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data.

If you are currently having therapy with me or if you are in contact with me to discuss the possibility of having therapy I will process your personal data where it is necessary for the performance of our agreement/contract.

If you have had therapy with me and it has now ended I will use legitimate interest as my lawful basis for holding and using your personal information

Sensitive personal data: The GDPR also makes sure that I look after any sensitive personal data that you may disclose to me appropriately such as ethnicity, religion and sexual orientation. This type of information is called '*special category personal data*'. The lawful basis for me processing any special categories of personal data is for provision of health treatment (in this case counselling/psychotherapy) and as it is necessary for a contract/agreement with a health professional (in this case, a contract/agreement between me and you).

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### How I use your data

Any client data collected and/or retained by myself (including personal information) is solely processed in order to make relevant contact with, and provide counselling and psychotherapy services to clients.

When you contact me with an enquiry via my website, or a third party site where I advertise (such as <https://www.counselling-directory.org.uk> ) I will collect your name, email address and any further information you submit on the enquiry form. If you decide not to proceed with your enquiry, I will ensure all of your personal data that I receive is deleted within 7 days.

If you choose to access therapy following your initial consultation I will ask for further personal information to be submitted via a Google Form (<https://www.google.co.uk/forms/>) prior to your first appointment. This is required as part of the counselling and psychotherapy agreement. This will

include your full name, date of birth, home address, telephone number, GP name and address, next of kin/emergency contact, and an outline of reasons for seeking therapy.

During your therapy I am required to keep accurate, adequate, relevant, limited records for the duration of our work together. I will make and record brief factual notes of our sessions.

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### **Data Security and storage**

I will store any data I collect/process on Google Drive Cloud based storage service, accessible by password. I will not store your name and number directly into my phone and I will not retain text messages or emails to/from you unless there is a clear reason for me to do so (e.g. in relation to disputes or payment issues).

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### **Confidentiality and data sharing**

I offer clients confidentiality, which means what we discuss is kept confidential between ourselves. Please be aware however that confidentiality is not absolute. Confidentiality does not apply where it would mean that I, as your therapist, might break the law or where withholding information means I would breach my codes of ethics.

Exceptions and limitations where I retain the right to breach confidentiality and potentially share information with outside agencies and/or services, include statutory obligations, where I am compelled by law, and instances where I am trying to protect clients and/or others from serious harm.

If there is ever any occasion when I am required to breach confidentiality or share information without consent, I will endeavour to discuss this with you first where practically and safely possible.

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### **Supervision**

I am required by my profession and codes of practice to have regular supervision where I will discuss aspects of my clinical work. Supervision remains confidential between Supervisor and I. I will use first names or initials only.

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### **After counselling and supervision has ended**

Once counselling has ended and all relevant matters are resolved (e.g. payment issues, complaints, disputes or concerns regarding practice) your identifiable information will be destroyed. I will store the notes of our sessions for six years (as required by my insurers), after which time these notes will be deleted.

Any emails and text messages will be deleted within a month after our final session, unless I deem any important for me to keep (e.g. in cases relating to concerns, disputes or payment issues). Where this is the case emails and text messages will be stored for six years from the date of our final session and will be deleted after this time.

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## Your rights

You have a right to ask me to delete your personal data, to limit how I use your personal data, or to stop processing your personal data. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. I have one month to respond to these requests. It may be that, due to my insurance company or membership body requirements, I am unable to erase details of my work with you until 6 years have passed.

You can read more about your rights at <https://ico.org.uk/yourdata-matters>

To make a request for any personal information I may hold about you, or to make a complaint about how I handle your data please put the request in writing addressing it to [james.ewens@gmail.com](mailto:james.ewens@gmail.com) If you want to make a formal complaint about the way I have processed your personal data you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to <https://ico.org.uk/make-a-complaint>

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## Visitors to my website

Similar to most websites, my website uses Google Analytic (GA). GA collects standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I use GA so that I can continually improve my services to. You can read Google Analytics privacy notice here: <https://policies.google.com/privacy?gl=IN&hl=en-GB>

To opt out of being tracked by Google Analytics across all websites, visit this link:

<http://tools.google.com/dlpage/gaoptout>

Like most websites cookies are used to help the site work more efficiently. More information about cookies and their use on the internet can be found in

the <https://www.microsoft.com/info/cookies.msp> and on <http://www.allaboutcookies.org/>

I use the company 'Wix' to build and host my website- find out about Wix and data protection here:

<https://www.wix.com/about/privacy> .

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## Use of other company products / 3<sup>rd</sup> Party Platforms

I use [Zoom](#) for online appointments. Information about Zoom and Zoom Privacy Policies can be found here:

<https://zoom.us/docs/en-us/privacy-and-security.html> / <https://zoom.us/privacy>

Information about Google Forms and Google Privacy Policies can be found here:

<https://policies.google.com/privacy> / <https://www.google.co.uk/forms/about/>