



# SAIYNA THERAPY

COUNSELLING & PSYCHOTHERAPY

## **What is the General Data Protection Regulations, 2018 (GDPR) and how does it affect me?**

The GDPR ensures your personal, sensitive and confidential data is kept private and held securely. These regulations are in place to protect your rights as a consumer of a service or product that might involve your identifiable data, e.g. your name and address or whether you have a specific condition. This covers any session records, text messages or emails we exchange.

### **How long will I hold your information for?**

I am regulated by the British Association of Counsellors and Psychotherapists (BACP) and insured by Holistic Insurance. According to their requirements, I will hold your data for 5 years after your final session. Unless you are a child, in which case I must hold your data until your 25<sup>th</sup> birthday, unless you are 17 when treatment ends and then I must keep it until your 26<sup>th</sup> birthday. Therefore, all records will be deleted in January after the above retention scales.

### **What if I don't want my records to be held for that long?**

Under the GDPR you can make a request in writing to me, for all your records to be deleted and I would refer this request to my Insurer for their approval. Once this is given, all your paper records would be shredded with a cross shredding machine and any electronic data such as emails or text messages would be permanently deleted from the devices they are stored on. I would have to save the request for deletion you made but would not save any other data. In some circumstances my insurance company's legal team may want to verify information I send out.

### **Why do you need to record this information?**

I collect information about; why you are using the service, some medical information and emergency contacts, alongside brief session notes. This information enables me to provide a high quality service to you, ensuring I am equipped with the knowledge

of our previous discussions prior to each session. Your contact details / address and Doctors details will only be used with your explicit consent. See consent form.

### **What lengths are made to ensure your information is held securely?**

Electronic documents – Are all stored online and are encrypted and password protected.

Text messages – My phone is secured with a pin code.

Emails – My email account requires a username and password.

Please note that the sessions are not recorded.

### **Is what we discuss kept confidential?**

Everything we talk about during our sessions remains strictly confidential between you and I. To ensure I am doing our job effectively and that I have the right support, I may discuss elements of our sessions with my supervisor. During these discussions I do not disclose any details that may identify you to my supervisor, and my supervisor also adheres to the GDPR.

### **Exceptions:**

In order to safeguard you and the people around you, if you were to disclose that you were going to carry out harm to yourself or someone else, then under my “Duty of Care” I am obligated by law to inform the relevant authorities. This is to support you to live well, and I would always aim to discuss this with you prior to contacting anyone. If I were issued with a court order, by law I would be required to provide them with the requested information.