

Privacy Notice

Jayne Hills

PG Dip Integrative Counselling & Psychotherapy | MBACP | MNCPS (Accred.)

This Privacy Notice explains how I collect, use, store and protect your personal information when you contact me or receive counselling and psychotherapy from me.

I am committed to handling your information responsibly, confidentially and in accordance with UK data protection law and my professional and ethical obligations.

Data Controller

I am Jayne Hills, an independent counsellor and psychotherapist, and the Data Controller responsible for your personal information.

Practice Address

Riverside House Intra
359a Old High Street
Rochester
Kent, ME1 1DA

Telephone: 07482 728930

Email: Jayne.therapy@outlook.com

What information do I collect?

Depending on our work together, I may collect:

- your name and contact details;
- emergency contact details;
- appointment and attendance records;
- payment information;
- information you choose to share before, during and after our work together;
- correspondence relating to our work together; and
- records necessary to support safe, ethical and professional practice.

Most personal information is collected directly from you. Occasionally, information may also be provided by a GP, another healthcare professional, or someone acting on your behalf where you have asked them to make a referral.

I only collect the personal information that is reasonably necessary to provide counselling and psychotherapy and to meet my professional, ethical and legal responsibilities.

Why do I collect your information?

I collect and use your information to:

- provide counselling and psychotherapy;
 - arrange and manage appointments;
 - maintain appropriate clinical and administrative records;
 - meet my professional, ethical and legal responsibilities; and
 - protect you and others where safeguarding or legal obligations require it.
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Lawful Basis

I process your personal information because it is necessary to provide counselling and psychotherapy and to meet my professional, ethical and legal responsibilities.

Some of the information I collect is classed as special category data under UK GDPR because it relates to your health and wellbeing. This information is handled with additional care and processed only where permitted by UK data protection law.

How is my information stored and processed?

Client information may be processed using secure digital services for practice administration, communication and appointment management. Where third-party services are used, I take reasonable steps to ensure that personal information is handled securely and appropriately.

Client records are stored securely using TherapyLock, an encrypted practice management system designed specifically for counsellors and psychotherapists.

TherapyLock acts as my Data Processor. I remain the Data Controller responsible for your personal information.

Further information about TherapyLock is available in the accompanying TherapyLock Client Information & Consent Form.

How long is my information kept?

Client records are normally retained for 7 years after therapy ends, in line with professional guidance and insurance requirements.

Where different retention periods apply (for example, for clients under 18), records will be retained in accordance with current professional guidance before being securely destroyed.

Will my information be shared?

Your information is treated as confidential.

It will only be shared where:

- you have given your consent;
- I am legally required to disclose information;
- there is a serious concern about your safety or the safety of another person; or
- it is necessary to protect a child or vulnerable adult.

Clinical Executor

I have appointed a Clinical Executor as part of my professional arrangements. If I become unexpectedly unable to practise, a nominated Clinical Executor may be given secure access to information held within TherapyLock where this is necessary to contact clients, manage appointments and support the safe continuation or closure of my practice.

Access is controlled through TherapyLock and is only available in accordance with my Clinical Will arrangements. Any Clinical Executor given access is a qualified practitioner and is required to maintain the confidentiality and security of your information.

Where appropriate, I will discuss any disclosure with you beforehand.

I will never sell, rent or use your personal information for marketing purposes.

Your rights

Under UK GDPR you have the right to:

- be informed about how your information is used;
- request a copy of the personal information I hold about you;
- request correction of inaccurate information;
- request restriction of processing where appropriate;
- request erasure where this is legally possible; and
- make a complaint to the Information Commissioner's Office (ICO).

Questions

If you have any questions about this Privacy Notice or how your personal information is handled, please feel free to ask.

This Privacy Notice is reviewed periodically to ensure it remains accurate and reflects current legal, ethical and professional guidance.

If you have a concern or complaint about how I have handled your personal information, please contact me by email, telephone or in writing using the contact details in this Privacy Notice. I will acknowledge a data protection complaint within 30 days, investigate it appropriately, keep you informed where necessary and provide you with the outcome without undue delay.

You also have the right to raise concerns with the Information Commissioner's Office (ICO).