

Sheffield Woman to Woman Counselling and Psychotherapy

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Privacy Policy

2025

Introduction

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 (please see the Cookie Policy on my website: www.sheffieldw2wcounselling.com).

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.

My lawful basis for holding and using your personal information.

The 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 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. If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract. The GDPR also makes sure that I look after any sensitive information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling and psychotherapy) and necessary for a contract with a health professional (in this case, a contract between me and you).

What personal data will be collected and why?

Personal data collected at the onset of therapy will include your name, date of birth, address, email address and mobile number. This is so we can be in contact and to enable you to be identified by your GP or the hospital in an emergency. The name, address and telephone number of your GP will be collected and possibly an 'In Case of Emergency' (ICE) contact. This may be a personal contact of yours, e.g. a family member or close friend. Their consent will need to be obtained directly by you as you are considered the data controller of their information in this instance. Consent is not required for your GP's contact details to be collected and stored.

In addition:

- Your printed name and signature will be on the contract and consent form for legal reasons.
- Your name and email address will be on the electronic consent form for legal reasons.
- Information regarding financial transactions will be recorded on bank statements and accessed on an online app on my phone or laptop. The phone and laptop are password locked as is the online bank app.

What sensitive data will be collected and why?

- Medical conditions and any use of prescribed medication will be recorded on the contact sheet in case of an emergency.
- Handwritten case notes are recorded for good practice and for insurance purposes.

It is necessary for your case notes to be identifiable in the event of a court of law requiring access to them. However, a coded system will be used for their storage as explained below.

Data security

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure as described below.

How will your information be stored?

Your name, address, email address/communications, mobile number and ICE phone number (if given) will be held on a password locked mobile phone. Your name and email address/communications will also be accessed on a password locked laptop. Clare Fillingham and her professional executor have the passwords for these devices. Hazel Iggo, Clare Fillingham's administrative assistant has access to this laptop occasionally when supervised. Clare Fillingham's professional executor does not have physical access to these devices until the death or incapacity of Clare Fillingham.

Your name, address, DOB, email address, mobile no, medical conditions, medication and ICE (if given) will be stored on your contact sheet and kept in a locked filing cabinet for the duration of your therapy. Your case notes will be kept in a locked filing cabinet in a separate compartment from your other documents. They will not have your name on them but will be coded. This code will be different from the one used for your contract and consent form.

However, an identifiable link with your notes will be in the code used on the contract and consent form so w2w can synchronise your documents in the event of them being subpoenaed by a court of law.

Your name with the code for your notes will be kept for up to seven years after your therapy has concluded to ensure your notes can be linked to you if they are requested to be seen by a court of law. This list is kept in a separate filing system in a different room to the notes themselves.

A code will be used to record your appointments in the manual diary.

An online diary will be used on the isosconnect platform and remain within this – it will not be synchronised with any external online diaries such as Google. Your name is used on this diary.

The bank statements will be kept on a secure online banking system.

Accountancy software may be used in conjunction with the bank account.

If you signed a consent form electronically which I emailed to you this will be stored both on my secure Hushmail account and printed out and stored in the filing system in the same way hard copies are stored.

How long will your information be kept for?

Your name, email address, and telephone number will be kept on the electronic devices for the duration of your sessions at w2w. On ending therapy sessions all your information will be deleted from the mobile phone. Communications via text, email or voicemail throughout your therapy will be deleted as soon as they are no longer needed. These recorded communications should be restricted to practical and administrative arrangements as far as possible.

Your contact sheet and ICE form will be destroyed immediately after your therapy has ended. If we have arranged for follow up sessions the sheet will be destroyed after these have finished. If you want to return in the near future I will keep your contact sheet for two months and will then shred it if I do not hear from you or keep them until your therapy has completely ended.

Your case notes, contract and consent form will be kept for seven years for insurance and legal reasons. This includes the email that contains the electronic signatures on the consent form if this is how you signed.

Banks statements can be accessed for seven years before an application has to be submitted to retrieve them. Accountancy records will be kept for five years.

Under what circumstances might it be necessary to share your data?

Your contact details may be shared with my administrator on occasion.

If instructed by a court of law.

In an emergency to your doctor or In Case of Emergency (ICE) contact.

If you pose a threat to Clare Fillingham, or any other counsellor or administrator you may have contact with via w2w, yourself or others then the relevant statutory body would be informed.

In the event of you filing a complaint against w2w it is likely that my accrediting, professional membership bodies, insurers and professional advisors and a lawyer will need access to your personal and sensitive data.

In the event of the death or incapacity of Clare Fillingham her professional executor will need your details to inform you and will be responsible for the over-all management and possible closure of w2w.

Telephone and Video Sessions

It is not possible to guarantee confidentiality for telephone or online counselling due to the nature of the internet and devices connected to it. Video sessions will be conducted using the Zoom platform. I will not save any or your personal or sensitive data on the Zoom app. You will need to agree with Zoom's terms and conditions to use the platform. There is more information regarding distance therapy (video or phone) in the contract.

Third party recipients of personal data

I share a limited amount of personal data with third parties to provide a therapy service to you, for accounting purposes and to fulfil legal obligations in respect of tax. With the exception of these, none of your data will be passed on to a third party other than in an emergency where you are at risk of harm, or someone is at risk of harm from you. In this case, the relevant statutory body will be informed.

W2W will never pass on your contact details to any third-party organisations for the purposes of sales, marketing or research.

Your rights

You have the right to access your personal and sensitive data including your case notes. If any mistakes have been made in the recording of your information, then you have the right to request that this is rectified. You can withdraw your consent for the non-essential processing of your information. This is limited as most processing at w2w is deemed essential.

Complaints

If you want to make a formal complaint about the way I have processed your personal information do not hesitate to get in touch with me by emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures. You can also contact the Information Commissioner's Office (ICO) which is the statutory body that oversees data protection law in the UK. For more general information regarding privacy please visit the Information Commissioner's Office website. If you have any specific questions for me regarding any of the above, then please ask.