Nathalie Psychotherapy privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Email

[nathalie.therapy@outlook.com](mailto:nathalie.therapy@outlook.com)

What information we collect, use, and why

Initial contact

When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. This will include your name, Phone number and E-mail address. I will not share your information with third parties, I will not use your information for marketing purposes and I will not call you without your permission.

Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf. If you decide not to proceed I will ensure all your personal data is deleted within 6 months. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling

Sessions are confidential except under the following circumstances:

* I may discuss my work with my clinical supervisor as per the ethical framework to support my work with you. My supervisor is bound to the BACP ethical guidelines too.
* If I believe you are at risk of harming yourself or others, I reserve the right to break confidentiality to prevent harm. I would only do this in extreme circumstances and would make efforts to discuss this with you before taking any actions.
* Where I am legally obligated to do so.

I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

If you decide to start counselling I will collect or use the following information to provide patient mental health care

* Name, address and contact details
* Pronoun preferences
* Date of birth
* Next of Kin details including any support networks
* Health information (including medical conditions, allergies, medical requirements and medical history)

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](https://ico.org.uk/for-organisations/advice-for-small-organisations/getting-started-with-gdpr/data-protection-principles-definitions-and-key-terms/#lawfulbasis) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

* Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access](https://ico.org.uk/for-organisations/advice-for-small-organisations/privacy-notices-and-cookies/create-your-own-privacy-notice/your-data-protection-rights/#roa).
* Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification](https://ico.org.uk/for-organisations/advice-for-small-organisations/privacy-notices-and-cookies/create-your-own-privacy-notice/your-data-protection-rights/#rtr).
* Your right to erasure - You have the right to ask us to delete your personal information. [Read more about the right to erasure](https://ico.org.uk/for-organisations/advice-for-small-organisations/privacy-notices-and-cookies/create-your-own-privacy-notice/your-data-protection-rights/#rte).
* Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing](https://ico.org.uk/for-organisations/advice-for-small-organisations/privacy-notices-and-cookies/create-your-own-privacy-notice/your-data-protection-rights/#rtrop).
* Your right to object to processing - You have the right to object to the processing of your personal data. [Read more about the right to object to processing](https://ico.org.uk/for-organisations/advice-for-small-organisations/privacy-notices-and-cookies/create-your-own-privacy-notice/your-data-protection-rights/#rto).
* Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability](https://ico.org.uk/for-organisations/advice-for-small-organisations/privacy-notices-and-cookies/create-your-own-privacy-notice/your-data-protection-rights/#rtdp).
* Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent](https://ico.org.uk/for-organisations/advice-for-small-organisations/privacy-notices-and-cookies/create-your-own-privacy-notice/your-data-protection-rights/#rtwc).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide patient care are:

* Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

* Directly from you

How long we keep information

6 years as recommended by BACP recommendation.

Duty of confidentiality

I am subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

* you’ve provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);
* we have a legal requirement (including court orders) to collect, share or use the data;
* on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime).

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)