Owen Hashimi Therapy

Privacy Notice

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.

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, including:

• Why I am able to process your information and what purpose I am processing it for
• Whether you have to provide it to me
• How long I store it for
• Whether there are other recipients of your personal information
• Whether I intend to transfer it to another country,
 • Whether I do automated decision-making or profiling, and
• Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via owenhashimi@gmail.com.

 'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

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. I have explained these below:

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 personal 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 necessary for a contract with a health professional (in this case, a contract between me and you).

How I use your information?

Initial contact

When you contact me with an enquiry about my counselling services, I will collect information to help me satisfy your enquiry.

If you decide not to proceed I will ensure all your personal data is deleted within 14 days.

If you would like me to delete this information sooner, just let me know.

While you are accessing counselling

Rest assured that everything you discuss with me is confidential. That confidentiality is subject to the section 'Confidentiality and Records' outlined in our contract. I will always try to speak to you if confidentiality is to be breached, unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help my counselling services run smoothly. These details are kept securely on an electronic device and are not shared with any third party. I will not keep written notes of each session. For security reasons I do not retain text messages for more than 7 days. Likewise, any email correspondence will be deleted after 7 days if it is not important. If necessary I will transfer any important information to an encrypted electronic device.

Once counselling has ended your records will be kept for three months from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

Your rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information.

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. You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you I will:

• give you a description of it and where it came from;

• tell you why I am holding its, tell you how long I will store your data and how I made this decision;
• tell you who it could be disclosed to;
• let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you.

To make a request for any personal information I may hold about you, please put the request in writing addressing it to owenhashimi@gmail.com.

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 by using encrypted devices.

Visitors to my website

When someone visits my website, I use a third party service, GA4, to collect 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 do not make, and do not allow GA4 to make, any attempt to find out the identities of those visiting my website.

I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website. I use the web analytics company so that I can continually improve my service to you,

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host (Webhealer) before being sent to me.

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