Melanie B Counselling Privacy Policy

updated June 2023

**My contact details**

Name: Melanie Young

Address: 99 Howard Drive, Tonbridge, Kent, TN10 4AQ

Phone Number:

**The type of personal information I collect:**

I currently collect and process the following information:

* Personal identifiers, contacts details, emergency contact, GP details.
* Website user stats.

**How I get the personal information and why I have it:**

Most of the personal information I process is provided to me directly by you for the following reason:

* Legitimate interests for healthcare treatment (Counselling)

I also receive personal information indirectly, from the following sources in the following scenarios:

* Website data collection to log information on visitor behaviour and patterns.

I use the information that you have given me in order to ensure that your work with me is as informed as it can be.

I may share this information with a third party only after being ordered to by a court witness summons or by the police – this will be discussed directly with you.

**Under the UK General Data Protection Regulation (UK GDPR), the lawful basis I rely on for processing this information is:**

**I have a legitimate interest.**

**Your personal information is requested and given to me by you. I need to collect and store this information to enable me to work with you within the Ethical Framework and code of practice I abide by for my professional membership to the BACP.**

**Your personal information will only be passed on to a third party if lawfully requested by the police or court witness summons.**

**How I store your personal information**

Your information is securely stored in a locked filing box in a hidden, secure filing cabinet.

I will keep your contact details and the notes I make during the session for a period of seven years. I will then dispose your information by ensuring it is securely destroyed.

**Your data protection rights:**

Under data protection law, you have the right of access -

**Your right of access** - You have the right to ask us for copies of your personal information.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [melanie-lucas@sky.com](mailto:melanie-lucas@sky.com) if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [melanie-lucas@sky.com](mailto:melanie-lucas@sky.com).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>