



PRIVACY STATEMENT

Kingsway Counselling endeavours to fully comply with the General Data Protection Regulations 2018, which include your individual rights as a Data Subject. The following information is a summary of Kingsway Counselling's Privacy Policy. The full policy is available on request. This statement outlines what data will be collected from you, what will be done with the data and what your rights are.

If you have difficulty reading or understanding the privacy notice, please ask for help.

Who We Are and What We Do

Kingsway Counselling is a professional counselling practice located in Maidstone.

Location

Kingsway Counselling, 3 Kettle Lane, East Farleigh, Maidstone ME15 0JU

07930 355257

info@kingswaycounselling.co.uk

www.kingswaycounselling.co.uk

Kingsway Counselling may work from other locations.

Privacy Promise

Your data privacy is important to Kingsway Counselling and we endeavour to take it seriously and ensure your privacy as best we can. We will be clear and honest about how your data is handled and respect your choices regarding your data.

Data Controllers

Rebecca Hodge is the Data Controller and Data Processor. Where services are provided to you via, or in collaboration with, another agency, they will also become a Data Controller and Data Processor and their own Privacy Policy and Statement will apply.

Information We Require From You and Why

If you receive services from Kingsway Counselling you will require an initial assessment with the Data Controller. This is to consider whether Kingsway Counselling will be suitable to help you and for you to decide whether you would like to receive services from Kingsway Counselling.

If after your assessment, you decide to proceed with receiving services, by signing the contract you will be giving consent to Kingsway Counselling to hold your personal data.

The data collected will be;

- General personal information such as name, age, date of birth, etc, this helps get to know you.
- Contact details such as address, phone number, email, so that so we can contact you.
- Next of kin, GP and other service providers working with you. We may need to contact these if it is deemed there is any serious risk of harm to yourself or others, or to provide joint services. We will endeavour, where possible to tell you beforehand, however, this may not always be possible.
- More detailed personal information relating to the reasons you are requesting help. This is so we can assess our ability to offer a service to you and the type of service you require.
- Session notes. Brief, factual session notes are made, these are anonymised and confidential.

How Will Your Data Be Stored?

Data will be stored in a lockable cabinet at the Kingsway premises.

How long will your data be stored?

Your data will be stored for 2 years from the date you end using the service, unless you request that you wish your information to be erased by selecting the 'opt out' clause on the contract.

Who Will See Your Personal Information?

Your personal Data will be processed by Data Controller/s and Data Processor/s. Session notes will only be seen by the Data Controller. Exceptions to this may occur, if, records are subpoenaed (ordered) by law to have access, or there is a disclosure or concern of serious risk of harm to self and/or others.

Outside Agencies

Under no circumstances will Kingsway Counselling be involved with general marketing or sharing of your personal information.

If it is necessary to contact other agencies such as your GP. Every effort will be made for communications like this will be in writing and confidential. We will endeavour to involve you in this process where reasonably practicable. Exceptions to the above may apply if it is considered to be an emergency situation, or if there is a disclosure or concern of serious risk of harm to self and/or others.

Your Rights as a Data Subject

Right to Obtain Personal Information

You, the Data Subject have the right to obtain your personal information from Kingsway Counselling. However, in certain circumstances obtaining this information might not be in your best interests. Therefore, in such circumstances, you will only be given aspects of your personal information to ensure best practice, to protect your safety, your well-being or the safety of another. Please give prior notice if you wish to access data.

Right to Withdraw Consent and Right to Rectification

You may decide to withdraw your consent to your data being held at any time, or request your data be erased once the service has ended, in which case Kingsway Counselling will securely erase your data. You also have the right of rectification, to restrict processing and data portability.

Right to Complain

You have the right to make a complaint if you believe the service you are receiving is inadequate. You can make a complaint to Rebecca Hodge, founder of Kingsway Counselling either directly or in writing.

Data Breach

In the unlikely event of a data breach, that is; the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data transmitted, stored or otherwise processed of the Data Subject's personal information, the Data Controller must be notified immediately. If it is deemed the data breach is going to compromise the Data Subject in any way, the Data Controller will inform the supervisory authority (ICO) within 72 hours after having become aware of the breach.