

## **Paula Ciocirlau Counselling & Psychotherapy Privacy Policy**

### **My contact details**

Name: Paula Ciocirlau

ICO Registration: <https://ico.org.uk/ESDWebPages/Entry/ZA847750>

Address: Due to the current world situation, I cannot provide you with an address. An address will become available as soon as it is safe to have face to face sessions, and it will be updated on my website.

Phone Number: (+44) 0785 6477 899

Website: <https://paulaciocirlaupsychotherapy.github.io/Liverpool/>

E-mail: paulaciocirlaupsychotherapy@gmail.com

### **The type of personal information we collect**

I currently collect and store the following information:

Your personal information that you will provide me with, personal notes for the purpose good practice, and the completed CORE 10.

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

Most of the personal information I store is provided to me directly by you for the reason of undergoing therapy sessions.

I use the information that you have given me in order to provide you with good practice therapy.

The content of the sessions may be discussed with my supervisor, to ensure that I am abiding by the BACP ethical framework and working both therapeutically and productively with the client. The client's name / identity will not be disclosed to my supervisor.

**If there are any signs of you being a danger to yourself or others. This may include, but is not limited to contacting my clients GP or phoning the emergency services. If necessary, I might have to do this without my**

**clients' consent. I have both a legal and ethical responsibility to report harm.**

**By law I am legally obliged to report crime, terrorism and money laundry acts if disclosed during our sessions.**

Under the General Data Protection Regulation (GDPR), the lawful bases I rely on for storing this information are:

- **Your consent. You are able to remove your consent at any time, by ending the therapy.**
- **I have a contractual obligation.**
- **I have a legal obligation.**

## **How I store your personal information**

Your information is securely stored. The physical files are safely locked, and the digital ones are protected by passwords.

I will keep all of your files, this includes your personal information, personal notes, and the CORE 10 for three years. I will then dispose your information by shredding all papers that contain your information, and permanently delete all digital ones, such as e-mails.

## **Your data protection rights**

Under data protection law, you have rights including:

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

**Your right to rectification** - You have the right to ask me to rectify personal information you think is inaccurate, excluding my personal notes. You also have the right to ask me to complete information you think is incomplete.

**Your right to erasure** - You have the right to me us to erase your personal after three years of ending therapy.

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

Please contact me on [paulaciocirlaupsychotherapy@gmail.com](mailto:paulaciocirlaupsychotherapy@gmail.com) if you wish to make a request.

## **How to complain**

If you have any concerns about my use of your personal information, you can make a complaint to me at **[paulaciocirlaupsychotherpay@gmail.com](mailto:paulaciocirlaupsychotherpay@gmail.com)**.

You can also complain to the ICO if you are unhappy with how I 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>