



Safe Haven  
Psychotherapy &  
Hypnotherapy  
THINKING DIFFERENTLY

## PRIVACY POLICY

I am to be fully compliant with current GDPR legislation and to let you know how I use and protect the personal information and data that you have provided me with. I follow guidance from my governing bodies the NCPS and the BACP.

### How do you use my contact details?

I will use your contact details to respond to messages from you, or to inform you of important information between sessions if required. If you have used email to make contact with me your address will be stored on the hard drive, which is password protected. If we communicate via mobile phone your details will be anonymised and the phone is only used for work purposes and is also pin and biometrically protected. Any paper data, or hard copy information is stored in a securely locked cabinet.

### How do you keep my client notes?

I keep minimal notes which are anonymised and kept digitally on a PMS (patient management system), which is password protected and only accessed by my password and biometrically protected laptop. Any handwritten information is also anonymised and kept in a securely locked cabinet.

### What happens to my Artwork/Photographs?

Any drawings done in the sessions are yours to keep. If you request it, I am happy to store this securely for you. Photographs will be uploaded to the PMS – your patient file – and can only be accessed by myself, unless you ask for copies. I will not use your photographs/artwork without obtaining written consent, which you are able to withdraw at any time.

### How long is my data stored for?

Your personal details and any other information, including session notes, are held securely for a period of 5 years after our final session. After this time everything is shredded and disposed of securely. Your phone number and any messages/emails from you, or to you, are also permanently deleted after our final session. If you contact me again after the final session you will need to include your name in your message.

### What consent can I give or withdraw?

You have a right to see the information I hold about you should you wish to. You have a right to amend any information which you consider to be incorrect. You can also ask me to delete all/any of the information that I hold. You may withdraw consent at any time without detriment. There are, however, some details I need to keep due to legal and professional obligations.

### Are there any exceptions to confidentiality?



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Yes, your GP holds clinical responsibility for your mental and physical health. I may contact them if I am concerned about your risk of harming yourself or another. I will, whenever possible, inform you of my intention.

I am required to attend regular supervision of my work, but with no identifying information being disclosed, or anything discussed that could lead to your identity being discovered. If I share any client material or images this is always done confidentially in order to protect your identity.

Finally, I will disclose confidential information if I am required to do so by law (risk of harm to a vulnerable person or child, human trafficking, involvement in money laundering or terrorist activity).

### What about if we are outside (Nature Therapy/Walk and Talk)?

Every effort will be made to keep our discussions confidential. Therefore, when walking I may ask if you would like to slow down or speed up if we meet others on our travels so that they cannot hear what is being said. I will also stay silent when we pass others and wait until we are out of earshot before continuing the session. If we are in an outdoor therapy space I will endeavour to make all reasonable checks to ensure that we will not be overheard during the session.

### What if I want to complain?

Please contact me directly. If we cannot resolve the issue you can contact the Information Commissioner Officer (ICO). I am registered with them and my reference number is C1171597. The address for ICO is <https://ico.org.uk/concerns/handling/> or Guidance for GDPR compliance.

### So what now?

Should you decide to work with me, and by making a further appointment, I will assume that you agree with the above Privacy Policy.

Name of  
client:

Signed by  
client:

Signed by  
Therapist:

*Sarah Conti*

Dated:

Safe Haven Psychotherapy & Hypnotherapy

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