



(With reference to General Data Protection Regulation (GDPR), updated March 2021.)

At Confide Counselling, we are committed to providing a safe and confidential service and to maintaining client privacy at all times. In order to provide an effective service, Confide Counselling needs to keep some essential information, and this policy details how we gather and process this information.

We use the following forms to help us support clients who access our service.

1. Initial Letter
2. Contract and Consent Letter
3. Session Notes
4. Closure

The Client Contact form includes details of the client's name, address, date of birth, contact details and GP, and at this stage, clients are assigned a unique client reference number. Other documents are anonymised using only the client reference number. All documentation is securely stored in a locked filing cabinet. Any digital communication of personal data is password-protected.

Anonymised data may be used for statistical purposes to help us monitor the service and to support fundraising applications.

Clients have the right to request access to this information and also have the right to request that personal data be erased. Clients should speak with the counsellor in the first instance. Requests for information from third parties will be denied, except where disclosure is required by law or there is a significant risk of harm to the client or others or in the case of concern about the safety of a child or vulnerable adult. There may be an administrative charge for this service.

Information Protection

All information is the property of Confide Counselling Service. Session notes provide a brief factual record of therapy. All counsellors attend regular Supervision, during which the therapy may be discussed. Client confidentiality is always protected and maintained during this process.

Client information will be retained for 5 years from the closure of therapy, after which all notes will be destroyed.

Confide Counselling abides by the British Association for Counselling and Psychotherapy Ethical Framework.

Confide Counselling is a registered Data Controller and abides by the regulations imposed by such procedures. The registration number is: ZA903275.

By signing below, you agree to the above terms.

Signed : _____ Date: _____