



Feeling Found Counselling and Psychotherapy

Privacy Policy

Overview

At Feeling Found I want everyone to feel comfortable with how any information you share with me will be looked after and used. This privacy policy will give you information as to the way in which I use, share and store your personal information and it applies to any existing, prospective, former client as well as any visitors to my website: www.feelingfound.com.

The processing and protection of your data through any means (verbal, written, email, online, or website) will be in accordance with the Data Protection Act 1998 the General Data Protection Regulation 2016/679 (“GDPR”). Feeling Found is registered with the Information Commissioner’s Register of Data Controllers (ICO Reference Number ZA319048).

Under GDPR the person who ‘determines the purposes and means of processing personal data’ is classified as the ‘data controller’. Karen Stallard is the data controller for Feeling Found Ltd and can be contacted at admin@feelingfound.com.

The type of personal information we collect.

Feeling Found collects information on you in a variety of ways, including our website www.feelingfound.com, over the phone, electronically, online or in-person.

Initially, the information collected will be what you choose to share with me when you first make contact via my website, phone, text or email. This may include your name, contact details, availability and any psychological issues.

In our initial contact by phone, text or email, you can choose how much you would like to share with me. We may discuss your personal goals for therapy, the best therapy approach for you as well as your availability.

Our first session is an opportunity for you to decide if I am the right therapist for you. So similar to our first call, you can choose how much personal information you would like to share with me.

I will only continue to hold your information, should you wish to continue exploring therapy with me and I have the capacity to be able to help you.

When we agree to work together, I will ask you to read and sign a contract, which includes personal data such as Name, Address, Contact numbers, Email, Next of Kin details, Doctors Surgery and any other relevant information.

I may acquire personal information during our sessions in-person or online as well as information you share with me via phone, text, email or other means.

If your therapy is being paid for by a healthcare provider, they may provide me with relevant personal data with your consent, which will be in line with your contract with them.

It is possible that I may have to obtain information from other healthcare providers involved with your care. This will only be with your prior knowledge and consent and be focused on delivering you the most effective therapy.

We use Google Analytics on our website at www.feelingfound.com which collects anonymous data relating to user behaviour and web traffic statistics.

The type of sensitive information we collect.

Sensitive personal data is a special category of personal information and includes racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation, criminal offences or alleged offences.

I may collect sensitive data for the following reasons.

- I may ask you as It is important for me to know certain sensitive data to help you, for example information about your mental health.
- You choose to share sensitive data with me, for example sexual orientation.

I am legally required to have a legal record of any information that is relevant to your safety or the safety of others such as emergency contact information, suicide risk, child protection, domestic abuse, or other violent crime, or should I ever need to account for my clinical decisions and/or respond to complaints.

I am not required to take a written record of everything you share with me and any notes I take will be kept to a minimum. I am legally required to take strong measures with sensitive data to protect your confidentiality with me.

Why we process this information?

Under GDPR we are required to determine the basis under which we process your data as follows:

To enable us to enter into and fulfil our contract with you

In the first instance we will need to assess whether Feeling Found can provide you with the services you require, but thereafter we will require your personal information to fulfil our contractual responsibilities with you once therapy or training workshops have commenced.

With your consent

There may be some information we process with your consent. For example, we will ask for your consent if we interact with third party healthcare providers or members of your family.

There are only three lawful exceptions where I do not need your consent to share information to a third party: child protection, court order and risk to life. I am unable to protect your privacy in these circumstances as I must take appropriate action to protect the rights of children and vulnerable adults if I believe they are at risk. In those instances, I will always follow local and national safeguarding policies, the UKCP and the BACP Standards of Conduct, Performance and Ethics.

To enable me to fulfil a legal requirement

There may be some situations where I have a legal requirement to share your personal information. This includes disclosing data about you under court order.

How we store your personal information

Occasionally I may take notes from the session, these will be anonymous and will be kept securely for 7 years, in line with legal and insurance requirements and then destroyed. Printed information will be kept to a minimum. All handwritten or printed information is kept in a locked cupboard.

Any art work you make will be stored securely for the duration of your therapy, on the final session all your art work will be given back to you. Any work which is left will be destroyed after our last session.

All electronic information is password protected and stored on my devices, which are personal to me and backed up to the cloud.

I do not share my passwords except with the executor of my 'Professional Will'. In the unfortunate event that I am unable to work then my executor would access my current client list to inform them of the situation.

There is no personally identifiable client information on my phone as numbers are stored against coded names.

I do not record phone, Skype or Zoom sessions.

I clear downloads of client information on all of my devices.

Unfortunately, the transmission of information via the internet is never completely secure. Although we will do our best to protect your information using industry-standard protocols and encryption, we cannot guarantee the security of your data transmitted to us via email or online platforms such as Zoom or Skype; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

What information do we share?

From the moment you get in touch I will never try to obtain information about you from any third party without your knowledge and consent.

I am required to have regular supervision with another professional therapist as part of my accreditation to UKCP and BACP and I never disclose any personally identifying information about my clients within supervision.

I will always ask you for your consent before sharing any personal or sensitive information or before making appropriate referrals with other health professionals. I will also check with you what information you do and do not want me to share. I will only share sensitive information that would be of direct importance to your healthcare i.e. directly relevant to you getting the most appropriate treatment for your needs.

The only exceptions to sharing your information with third parties without your consent relates to child protection, court order and risk to life.

It would generally not be necessary for me to contact your doctor unless we both had concerns over your medical treatment or your doctor was able to provide you access to other healthcare that you need.

If I share any information with your doctor it will be in written form, in explicit collaboration with you, with the purpose of getting better quality health care for you. I would make sure you review a draft before it is sent.

Some of your personal information such as website visits, phone logs, or payment data, is shared with the website provider, mobile phone operator, or card payment provider respectively. These providers operate under their own privacy policies, and can be provided upon request.

Feeling Found does not share your personal data with third parties for marketing purposes.

Your Data Protection Rights

You have a number of data protection rights which include:

Your right of access - you can request copies of your personal data

Your right to rectification - If you believe that the information I am holding is inaccurate, incomplete or needs updating then you can request that this is corrected.

You can find a full list of all your data protection rights at <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights please email us at: admin@feelingfound.com.

Cookies

Cookies are text files placed on your computer to collect standard internet and visitor behaviour information. For further information, visit allaboutcookies.org.

We do not use cookies to collect any personal information on our website, or to share your browsing behaviour with any third party except Google Analytics. We use Google Analytics to collect generic, anonymous data from all visitors to monitor how our website is used and improve our website. This data is shared with Google in return for the service they provide and is protected under Google's privacy statement.

Privacy policies of other websites

Online sessions are generally with Zoom or Skype, both have GDPR compliant privacy policies, which you can read and are held on their websites.

Our website may contain links to other websites of interest. Our privacy policy applies to our website www.feelingfound.com, so if you click a link to another website, you should read their privacy policy.

Changes to our privacy policy

We may edit this policy from time to time. If we make any substantial changes, we will notify you by posting a prominent announcement on our website.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us on admin@feelingfound.com.

How to contact the appropriate authorities

Should you wish to report a complaint as you feel that Feeling Found has not addressed your concern in a satisfactory manner, you have a right to lodge a complaint at <https://ico.org.uk/make-a-complaint/>