



**Christine Hebden MBACP (Accred)**  
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## **Rose Cottage Counselling GDPR Policy**

Rose Cottage Counselling is committed to complying with the terms of the General Data Protection Regulation (GDPR) and to the responsible and secure use of your data. Rose Cottage Counselling has a legitimate interest in processing personal data to provide counselling services.

### **1. Your Information**

Rose Cottage Counselling collect personal information from you when you enquire about the services offered to set up an initial appointment. This information includes contact details, your availability and other relevant information. Once a client finishes counselling, all data regarding their counselling is stored securely for 3 years and then destroyed. In the case of the client being a young person legally records are required to be kept for an extra 5 years after they turn 18.

### **2. My use of your information**

Your data will be only used to provide you with my services and to give you information relating to these services. I will not share this information with any other person or organisation without your knowledge and permission unless there is a legal requirement as stated in the counselling agreement or exceptions you may have.

### **3. Security**

Rose Cottage Counselling will take all reasonable precautions to prevent loss, misuse or alteration of information given to me. Communications in connection with this service may be sent by email, please be aware that although I use an encrypted email address, it is not a fully secure means of communication and whilst I endeavour to keep the systems used and all communications protected against viruses and other harmful effects, I cannot bear responsibility for all communication being virus-free.

### **4. Your rights over your data**

If you would like to see all or part of the information I hold about you, or would like to correct, update or delete any records, please ask for permission in writing to: Rose Cottage Counselling, Rose Cottage, West End, Ulrome, Driffield, East Yorkshire, YO25 8TN.

However, there exceptions under the GDPR to deleting counselling records, insurance companies and ethical bodies require records to be available for the period of time outlined as above.

If you have any concerns about my use of your data. Please contact me directly at [rosecottagecounsellingch@gmail.com](mailto:rosecottagecounsellingch@gmail.com) and I will do my utmost to resolve any concerns you may have. If for any reason we cannot resolve the issues you may choose to contact ICO directly at: <https://ico.org.uk/>.