**Privacy Statement – Supporting Parents, Carers and Families**

**This statement confirms how Calm Cabin Counselling use and protect any information that is shared by clients with Calm Cabin Counselling. Calm Cabin Counselling is committed to safeguarding and protecting client information. Any information shared will only be used in accordance with this Privacy Statement.**

**For the purposes of the Data Protection Act 1998, and the General Data Protection Regulation 2016, Mrs Helen Louise Luckins is the data controller for Calm Cabin Counselling address: 23 School Hill, Ashcott, Bridgwater, Somerset TA7 9PN.**

**Your data**

Calm Cabin Counsellingstores your name, telephone number, address and email address and other personal information that you provide. Brief notes are also recorded at the end of each session and sometimes clients or parent/carers of clients request written reports to be shared with other agencies.

**How is information stored?**

Brief notes recording the themes of support sessions are stored electronically on a password protected computer or if in written form, in a locked metal filing cabinet. Written records are kept for seven years after support sessions have ended unless agreed otherwise. If a client or client’s parent/carer requests a report this will be produced and recorded electronically and stored on a password protected computer. Client telephone numbers will be stored on the mobile phone used solely for Calm Cabin Counselling which is password protected. Once sessions have finally ended client details will be deleted on the mobile phone and all other contact details (address, e-mail address) will be deleted or destroyed. Client appointments are noted in a paper diary with the client’s forename and this diary is kept for 7 years for tax and auditing purposes. Client session notes are also kept for 7 years and after this time these records will be either permanently deleted or destroyed by shredding. Emails are sent via Protonmail which is an encrypted email and texts or WhatsApp messages will be stored on the Calm Cabin Counselling mobile phone. Payments via Bank Transfer will be recorded on an online banking app and on Quick Books which is used for Self-Assessment purposes. These will also be kept for seven years for tax purposes.

**How your information is used?**

Calm Cabin Counsellingwill use your contact details for administrative purposes, including contacting clients about appointments. Brief notes of support sessions will also be kept. These notes may be electronically stored on a password protected device or hand-written and stored in a locked filing cabinet. Contact information or session notes will not be used for any other purpose other than in this notice and the Calm Cabin Counselling working agreement.

**Client rights and access to information**

Clients have the right to ask to see any information about them that Calm Cabin Counselling holds. Unless prevented from doing so by legal reasons, this will be provides within a month of your request. Clients have the right to ask for any information held that is incorrect to be changed or deleted, with the exception of information that is required for legal purposes such as tax purposes.

**Complaints**

If a client wishes to complain about how data is held they are asked to contact Mrs Helen Luckins at Calm Cabin as data controller for Calm Cabin Counselling on

calmcabincounselling@protonmail.com

If you have any further concerns which are not addressed, then you should please contact the Information Commissioner’s Office at [ico.org.uk](https://ico.org/concerns/handling/) or phone 0303 123 1113.

**Breaches**

Calm Cabin Counselling will report any data breach to the Information Commissioner, to BACP and to clients within 72 hours if it becomes apparent that data has been stolen.

**Contact**

Please do not hesitate to contact Helen Luckins at calmcabincounselling@protonmail.com with any queries or concerns regarding this Privacy Statement.