

Peace of Mind Counselling/Psychotherapy

GENERAL DATA PROTECTION REGULATIONS (GDPR) POLICY

February 2021

Peace of Mind Counselling/Psychotherapy recognises the importance of client confidentiality, especially relating to the often personal and sensitive information shared when engaging a psychological, counselling & psychotherapy service. We are subject to the requirements of the General Data Protection Regulation 2018 (GDPR) and the Irish Data Protection Act 2018.

We will apply appropriate protection and management of any information shared with us. The information submitted will be kept confidential and with the highest standards of security. The information you provide will be held and used in accordance with the General Data Protection Regulations (GDPR).

Peace of Mind Counselling/Psychotherapy will protect and respect your privacy. As a professional counselling/psychological support agency, there is little in our work that we take more seriously than your privacy.

This policy explains when and why we collect personal data about people, how we use it, the conditions under which we disclose it to others and how we keep it secure. It outlines how you can access the data we hold about you or how you can have it updated or, if you wish, erased (if lawful to do so).

We will change this policy from time-to-time and the most up-to-date version will be on our website; please check to ensure that you are aware of any changes.

Any questions regarding this Statement and our privacy practices should be sent to Michael Ryan - michael@peaceofmind.ie

How do we collect data from you?

We obtain initial contact details from the client or referral source and will request any additional information from Parents/Guardians for clients under 18 during the course of the intake/assessment process in person, via an advocate, by phone, through the website, via text/instant message, in writing, through an app, email or through other electronic and non-electronic means.

What type of data do we collect from you and how is it stored?

The personal data we collect might include your name, address, email address, phone number, date of birth, clinical diagnoses, and relevant data relating to physical and mental health. This data is stored in hard copy in a locked filing cabinet and the information in this file is available only to your counsellor or to his/her supervisor. Contact details may be stored on electronic devices which will be held securely by the holder of that device.

What do we do with your data?

- We maintain a record of the clients engagement in the counselling service, to perform a case formulation and identification of the most appropriate interventions towards seeking the best route to assist the client with their therapeutic process.
- We will use the data to notify clients (or parents/guardians for minors) of changes to our services.
- We use contact details to send communications that may be of interest to clients. These might include information about appointments, follow up on interventions, relevant information to the process, check-ins if necessary/requested.
- To respond to communications from clients.

Consent

If an occasion should arise whereby Peace of Mind Counselling/Psychotherapy has the intent to process personal data beyond the initial stated legitimate purpose for which that data was collected, a clear and explicit consent will be requested from the data subject. Once collected, this consent will be documented, and the data subject is allowed to withdraw his/her consent at any moment. Peace of Mind Counselling/Psychotherapy recognises that for the processing of children's data, GDPR requires explicit consent of the parent/guardian if the child's age is under 18.

How long will we keep your personal data?

We retain data for the period of 7 years after the client reaches the age of majority, which in Ireland is when a person reaches 18 years of age – or for 7 years after the end of therapy for clients over 18.

Who has access to your data?

We do not and will not sell or rent your data to any third-party organisation for marketing, fundraising or campaigning purposes.

We may have to disclose contact details and details of a concern to relevant authorities when mandated to do so under child protection legislation.

Such relevant authorities may include TUSLA (Child and Family Agency), The Gardai, Court Services, Social Workers and a School Child Protection Liaison Officer or agents appointed by these Statutory Agencies. We always look to do this in conjunction with the client and their families (where appropriate) , so that they are kept fully informed by us, unless we are forbidden to do this by law. Before counselling or other support services commence, we will endeavour to outline all such possible scenarios so that clients and their families are fully informed prior to disclosing their information.

What choices do you have?

We will not contact you by email, phone, instant/text message or post if you have indicated that you do not wish to be contacted by these means – unless we are legally mandated to do so.

How can you access and update the data we hold about you?

You have the right under the The GDPR act 2018 to know what data we hold about you and to ask, in writing, to see your records, to amend your records or to have your records erased. In certain circumstances we will be unable to amend/delete data entirely for statutory purposes.

The accuracy of your data is important to us. If you change your details or if any of the other data we hold is inaccurate or out of date, please contact Michael by email – michael@peaceofmind.ie .

You have the right to ask for a copy of the data that Peace of Mind Counselling/Psychotherapy holds about you. We will comply with your request within 30 calendar days of receipt. To receive a copy of the data that Peace of Mind Counselling/Psychotherapy holds about you, please contact Michael by email - michael@peaceofmind.ie .

Requests for destruction of records should be sent in writing via registered post - email Michael for address – michael@peaceofmind.ie

We will reply to your request within 30 calendar days of receipt, in accordance with legislation.

What security precautions are in place to protect the loss, misuse or alteration of your data?

A file is started on each counselling/psychotherapy client case and the associated data is held in hard form in a folder in a locked cabinet. Only Michael has access to that cabinet. In

the event of him becoming unavailable – a qualified therapist has been instructed to contact the clients and inform them of Michaels unavailability. They will only access the contact details and arrange appropriate supports as required.

When we are given personal data, we take steps to ensure that it is secure. Non-sensitive details (email addresses, etc.) may be transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal data, we cannot guarantee the security of any data transmitted by persons via the internet, or that we transmit internally in the course of essential transfer of data. We endeavour to use technical and organisational precautions to prevent the loss, misuse or alteration of personal data, however, there is always a small risk when transmissions of data occur.

Peace of Mind Counselling/Psychotherapy will maintain a Personal Data Breach Register and, based on severity, the regulator and data subject will be informed within 72 hours of identifying the breach.

Peace of Mind Counselling/Psychotherapy will incorporate organisational and technical mechanisms, to the best of its ability, to protect personal data in the design of new systems and processes; that is, privacy and protection aspects will be foremost in consideration of the design of our systems and processes.

Do we use 'Cookies'?

Like many other websites, Peace of Mind Counselling/Psychotherapy website (www.peaceofmind.ie) uses 'Cookies', which are small pieces of data many websites send to your computer and stored on your hard drive to allow those websites to recognise you when you visit. They collect statistical data about your browsing actions and patterns. For example, they may store details that you submit on the site, such as your personal settings, your location, etc.

Using cookies does not allow us to identify users personally; we will only store data that you have specifically given us permission for.

Our website uses a small number of cookies to give us a better overall picture of how people interact with our website, and how we can improve our services to you. The data we gather through this process is completely anonymous, and visitors to the site cannot be identified by Peace of Mind Counselling/Psychotherapy.

We may use some tools on our pages from social networks, such as Twitter, Instagram, TikTok, Snapchat, Google Meets, Microsoft Teams, Zoom, Skype, LinkedIn, Tumblr, Pintrest, Discord, Reddit, Facebook and we may add others as they emerge in popularity.

We don't store data on these platforms other than from those who choose to link with us there.

All browsers allow you to manage which cookies you accept, reject and delete. You can usually find these controls under the 'Preferences' or 'Tools' menu. You can find more detail about individual browser settings at <http://www.aboutcookies.org> .

If you choose not to accept cookies from our website, some sections of the website may not work properly.

Does this privacy statement cover links to or from other websites?

Our website may contain links to other websites run by other organisations. This privacy statement applies only to our website, so we encourage you to read the privacy statements on other websites you may visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

If you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the privacy statement of that third-party site.

What if I am 18 years of age or under?

We are concerned to protect the privacy of children aged 18 years or under. If you are aged 18 years or under, please get your parent / guardian's permission beforehand whenever you provide us with personal data.

Review/ Update of this Privacy Statement

We keep this Privacy Statement under regular review. The role and functions of the Data Protection Officer will reside within the purview of Michael Ryan, and therefore has the responsibility of advising the company about compliance with EU GDPR requirements. This Statement was last updated in February 2021 .

Peace of Mind Counselling/Psychotherapy, Dublin 15

Website – www.peaceofmind.ie