

Confidentiality Promise

I understand that confidentiality is extremely important. Therefore won't disclose anything you discuss with me to a third party unless you, another person's or a child's safety is at risk. In these instances I am ethically and legally bound to breach confidentiality, but will always try to discuss this with you first. However, this may not always be possible as the first priority is safety. See BACP ethics

Child Protection

The protection of children and vulnerable people is a fundamental principle in the BACP code of conduct. I take regular supervision and have regular training and support in how to deal with suspicion or disclosure of abuse. We will always carry out our duty to report any suspicion of child abuse to the local authority and to assist any subsequent investigation.

What types of information do we hold

Aka Therapeutix retains different types of information in order to provide you with our Services.

Adults

- Name and contact details including email address, postal address and telephone number
- Date of birth and gender
- Relationship status
- Ethnic origin
- Occupation
- Anonymised counselling notes from any counselling sessions undertaken.

Children and Young People

- Name, date of birth, gender, parent(s) name of the child or young person
- Referrer and reasons for referral
- School name, academic year
- Professional engagement id disclosed
- Anonymised counsellor notes from any counselling sessions undertaken
- Any form of artwork completed by a child or young person during counselling sessions.

Online

- When and how long our website was visited
- Each device's IP (Internet Protocol) address
- The type of Internet browser used (e.g. Chrome, Safari or Firefox)

What sorts of sensitive information do we hold

In some cases, There is a need to hold what is classed as sensitive information in order to provide you with the Services.

Adults

- In order to monitor equal opportunities, we will use ethnic origin, religious beliefs, sexual orientation and gender
- (For those attending counselling) health details
- (For those attending counselling sessions) we may record counselling sessions with the appropriate written consent

- (For those attending counselling sessions) where relevant to counselling sessions, your sexual life, sexual orientation, beliefs and other sensitive data.

Children and Young People

- (For those attending counselling) health details
- (For those attending counselling sessions) we may record counselling sessions with the appropriate written consent
- (For those attending counselling sessions) where relevant to counselling sessions, sexual life, sexual orientation, beliefs and other sensitive data.

How long is information kept for

Your personal data is kept in order to provide you with our Services. Personal information will be retained in accordance with law and regulation, and I will never retain your data for longer than permitted under law and regulation.

Adults

- Information regarding counselling appointments
 - Paper copies: retained for 6 months
 - Electronic copies: retained for 3 years after the conclusion of any counselling sessions
- Counselling records are retained for a period of 3 years after the conclusion of any counselling sessions
- Complaints information is retained for a period of 30 years.

Children and Young People

- Children and Young People counselling records are retained for a period of 7 years after the conclusion of any counselling sessions
- Complaints information is retained for a period of 30 years.

Online

- Details of online enquiries regarding any of our Services are retained for 1 year
- Anonymised details of your use of our website and online Services are retained for 24 months.

If asked to do so by you, we will delete your personal data if it is no longer necessary for the provision of our Services to keep them.

Links to other websites

From time to time we will provide you with links to other websites. These websites are not under our control and as a result, we will not be liable to you for any issues arising in connection with their use of your personal data, the website content or the services offered to you.

You should exercise caution and look at the privacy statement applicable to the website in question.

Data on social media

In the process of using AKATherapeutix Services, you might like to share information through social media networks like Twitter and Facebook. This can be, for example, when you 'retweet', 'like', 'share' or review our Services.

When you do this your personal information may be visible to the providers of those social media services, their other users and other third-party organisations and to be aware of this

and use the appropriate privacy settings on your social media accounts so that you have control over how your data is used and shared.

Security

We will endeavor to manage procedures to safeguard and secure the information we collect online.

To the best of my ability, prevent unauthorised access or disclosure of your data.

For example, all data is stored securely on designated drives and servers and is only accessible to authorised individuals.

Information exchanged via AKA website using contact forms are securely encrypted before being transmitted over the Internet. Encryption makes it difficult for unauthorised people to view information travelling between computers.

If a security breach is suspected we have a procedure in place to ensure the breach is limited and the security restored and updated accordingly. High risk breaches will be reported to the individuals concerned and the Information Commissioner's Office (ICO) within 72 hours.

Control of personal information

AKA Therapeutix will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

If you wish to exercise any of your rights as set out above, have a question about this policy or a question about the way your data is processed, or a complaint about this policy, please contact us by email or by post:

Email the Data Protection Officer

AKA THERAPEUTIX

HOLMCRAIG

24 Shore road

Skelmorlie

PA17 5DR

SCOTLAND

Your rights also allow you to lodge a complaint with the Information Commissioner. To find out more visit www.ico.org.uk