

Mandala Counselling Services – Client Data Protection & Privacy Statement

Consent to collect and use your data

On 25th May 2018 the new **European General Data Protection Regulation (GDPR)** comes into effect and replaces the existing Data Protection Act 1998. Therefore, Mandala Counselling Services (MCS) needs your express permission to collect and store information about you and is required to advise you how your data will be used and how your personal information is stored, archived and destroyed, compliantly and ethically. MCS are committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection. We will not collect any personal data from you we do not need in order to assess, process, contract services and maintain your account. MCS is registered with the *Information Commissioners Office (ICO)*.

Information about you and how it will be used

MCS collects the following information from you when you attend an initial assessment session and is based on 'legitimate interest' as a lawful basis for collecting this data *and* constitutes the necessary information for the task of registering, contracting, ongoing assessment of your needs and the management of your wellbeing, if and when necessary (see exceptions to confidentiality).

Please can you tick the box beside each item if you agree that MCS can collect and hold these details about you, firstly on the **MCS Registration & Assessment Form** and subsequently in electronic format on computer and mobile phone, (see 'How your information is stored').

Name – for registration and contracting purposes	<input type="checkbox"/>
Address – for registration and contracting purposes and to contact you by post if necessary.	<input type="checkbox"/>
Date of birth – to confirm that you are age appropriate for the age group we work with.	<input type="checkbox"/>
Contact number/ email address – to contact you and to arrange and rearrange appointments.	<input type="checkbox"/>
Emergency contact name and number – emergency contact only, for illness or security.	<input type="checkbox"/>
GP contact details – for collaboration, (with your agreement), or for emergency needs.	<input type="checkbox"/>
Medical conditions – so that your therapist is aware of your condition if you become ill.	<input type="checkbox"/>
Mental health diagnoses and medication – for your therapist to assess they have the competency to work with you ethically and effectively, depending on your needs and to assess risk	<input type="checkbox"/>
Other agencies involved – as part of your therapy it is of legitimate interest to MCS to be aware of other agencies involved with you or your family. In certain circumstances there may be a conflict of interest or information may need to be shared for legal purposes, for your safety or the safety of others.	<input type="checkbox"/>
A brief history – that may include information regarding your family life, childhood experiences, past relationships, medical and mental health history, information about your children, and other personal information regarding your presenting issues and your reasons for seeking counselling. This helps the therapist assess your needs, their competency to work with you ethically and effectively and forms the basis for the contract for continuing to work together.	<input type="checkbox"/>

Supervision - Please note: As a registered member (MBACP) of the British Association of Counselling and Psychotherapy, your therapist works within the *Ethical Framework for the Counselling Professions (2015)* and is required to take their work to supervision once a month. This requires the therapist to discuss the work they undertake with you but you are only identified by first name and client reference number.

Exceptions to confidentiality and sharing information

MCS has a duty of care and a legal obligation to intervene if you disclose certain information which compromises human safety. Some or all of the information we hold may be disclosed to your emergency contact or other agencies, if and when there is an exception to confidentiality as stated below.

1. If you threaten to harm yourself or another person
 2. If the therapist believes a child or vulnerable adult is at risk of harm or abuse
 3. If the courts instruct MCS to give information
 4. If you share information about a proposed act of terrorism or money laundering.
- **Important:** If your therapist feels that either you or someone else is in danger or at risk of harm they will discuss this with you in the first instance. However, depending on the circumstances, your therapist retains the right to break confidentiality without prior consultation with you, if they

consider that the situation requires immediate action to safeguard the physical safety of yourself or others. They may need to contact your General Practitioner (GP), the individual in danger, a Social Worker and/or the Police.

Agency/Employer referrals – If another agency, charity or your employer pays for your therapy on your behalf, certain information may need to be shared with the referring agency, such as; when you attend or miss sessions, effectiveness monitoring information and when you finish your therapy. This information is passed to the agency at their request and within the agreement made between the agency and MCS. MCS will outline at an initial session what information is expected to be provided to the relevant agency but if you would like more detail about and how your referring agency will use that information, please contact them directly.

Important: The content of the sessions will not be shared with the referring agency without your written permission unless an exception to confidentiality applies, as above.

How your information is stored

Notes taken at an initial session - are typed onto a document held securely on a password protected computer, within an encrypted file and held for the duration of your therapy. The paper notes are destroyed within 24 hours of the initial session.

Other information - Client name, contact telephone number, email address and Emergency contact name and telephone number are held on a password protected mobile phone for the therapist's use only.

What happens to your information when you finish your therapy?

When you complete your therapy, our contract will be terminated and all personal information we hold about you will be deleted. For our records, MCS will only retain information about when you attended sessions and is stored in an encrypted file under your client identification number only. If you do want to return to therapy at any time in the future, updated information will be collected at that time.

Access to your information and correction

You have the right to request a copy of the information that we hold about you or you may ask us to correct or remove information you think is inappropriate or inaccurate. If you would like a copy of some or all of the personal information we hold about you or you would like to amend your information, please email or write to us at the following address:

Mandala Counselling Services, 22-24 Leicester Road, Blaby, LE8 4GQ,
or email to: info@mandalacounsellingservices.org.uk

We aim to provide you with the requested information within 28 days.

Your right to withdraw your consent

To withdraw your consent to use any or all of the information we hold, please contact us in writing at: Mandala Counselling Services, 22-24 Leicester Road, Blaby, LE8 4GQ, or email to: info@mandalacounsellingservices.org.uk

Client declaration

- I declare that the information I have given on this form and the information collected by my therapist on the **MCS Registration & Assessment Form** is correct and complete.
- I aim to provide my therapist with additional or updated information as it becomes available.
- I declare that I have read and understood the information on this statement and that I have freely given my agreement to the information to be used for the purposes above.
- I understand that I have a right to complain to the ICO if I feel there is a problem with the way MCS handles my data or personal information.

Name (print):.....

Name (signature):.....

Date:.....

