



Amy Fokkens – Therapeutic Counsellor – MBACP
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GDPR Policy

As your counsellor I collect and hold sensitive data about you. In order to ensure full compliance with the General Data Protection Regulation (GDPR) I would like to clarify the following;

I am a registered Data Controller and Data Processor with the ICO (Information Commissioner's Office) I am fully compliant with ICO policy for data processing and storage and the procedures in this document comply with current GDPR (General Data Privacy Regulations) The information collected via the 'Client Intake Form' is necessary information for our working relationship. This data is stored securely with the 'Kiku' software (GDPR and HIPAA compliant, secure with 2 factor authentication) and only accessible to me as your counsellor.

All personal data collected is mainly from yourself via the 'Client intake form' and during the introductory call. I only request and save any information I need in order to maintain a duty of care or as part of my assessment process.

Every effort has been made on my end to ensure that GDPR regulations are maintained and that your data and confidential information remains secure however, please consider that there is use of a third party in order to provide the counselling service and that as a result I will not be liable for any data security breaches as this would be out of my control (Zoom/Xero/Kiku).

I use the accounting software 'Xero' to manage invoices and payments. This means that my accountant is able to view limited transaction information connected to incoming payments, including the payment date, payment amount, and transaction reference or account name used when payment is made. This is necessary for running my practice and and complying with [legal obligations](#), including HMRC requirements. My accountant is professionally, legally, and ethically bound by strict confidentiality requirements within their own profession No counselling notes or sensitive session information are included in these systems, and that only the minimum necessary information is shared.

I maintain and store brief notes relating to your counselling which are also stored securely in a password protected file within the encrypted Kiku system and only accessible to me unless

required by a court of law or to assist the BACP in resolving a complaint or safeguarding concern. At any point you are within your rights to have full access to this data, if requested these will be provided to you within 30 days in electronic format. If at any point you believe that information I hold about you is inaccurate please contact me as soon as possible and I will correct whatever is required.

I will never share your data with any external agencies for any purpose or pass on your personal information without your permission.

I may need to share your data if you disclose information related to terror or terrorist activities if you or anyone you identify to us is at serious risk of significant harm in clinical supervision as explicitly directed by a court order or coroner request according to your explicit, written instruction to invoice for our sessions (reference and attendance information only) in a discharge/progress report, if required, and with your consent

I would only share the minimum necessary information. Where possible, we would get your explicit consent before sharing any data.

If you have made contact for counselling and decide not to proceed, any forms completed, or notes will be deleted together with all contact details and electronic communications we have shared.

All electronic session notes and personal data will be deleted after a period of 5 years following the date of completion of any period of counselling.

Under the Data Protection Act 1998 and the GDPR you have the right to ask me to erase any information that I hold about you. This includes your personal information that is no longer relevant to original purposes, or if you wish to withdraw consent. In all cases and when considering such requests, these rights are obligatory unless it is information that I have a legal obligation to retain.