



General Data Protection Regulation Privacy Notice

- As part of running my business I need to collect certain personal and potentially sensitive data about my clients and their presenting issues. Please be assured that I treat your data with the same confidence that I do with our sessions.
- I will not share any personal or sensitive data unless there is serious risk of harm to you or others, or there is a statutory obligation for me to disclose.
- In line with the General Data Protection Act (GDPR) I will only obtain personal data from you that is “adequate, limited and relevant to what is necessary” for me to work with you.
- During your first consultation we will complete a personal data form which contains personal details about you and following the end of each session I write anonymised case notes as an aide memoir; these will be concise and factual.
- When not in use I store all personal data, related documents and case notes in a locked room.
- You have the right to request copies of your personal data or case notes at any time. Please make the request in writing and, provided your request is not manifestly unfounded or excessive, I will ensure you receive this information no later than one month after the request has been made. If for any reason I refuse your request I will explain why and you have the right to contact the Information Commissioners Office (ICO) to complain. Contact details for the ICO can be found below.

Contact details:

🌐 www.FleurHocking.co.uk

✉ counselling@fleurhocking.co.uk

📞 07980871128

- I store contact details and emails on my mobile phone as well as my computer. The phone is locked with a PIN and the computer is locked with a password. These devices are not used by anyone else but me.
- As this is my own private practice and I do not employ anyone else your personal data will only be handled by me. I monitor the secure storage of all data and will notify you and the Information Commissioners Office at the earliest possible time, and certainly within 72hrs, if for any reason I am aware of, or suspect, that my security measures have failed.
- When our sessions end my insurers require that I keep sufficient personal data and records for a minimum of 5 years. Following that the data and records will be destroyed as confidential waste.
- My website uses cookies, these are built-in by the website provider. Cookies are small pieces of data stored on a site visitor's browser, used to keep track of how websites are being used.
- I also use Google Analytics, whilst this contains no personal data it does provide me with an indication of how my site is being used.
- At any time you have the right for your personal data to be amended, updated or erased, please request this in writing and it will be done as soon as possible.

If you have any question on this privacy policy, or other matter relating my work then please contact me using the details at the bottom of the page.

Should you have any concerns about the way I am handling your personal data you can complain directly to the ICO: <https://ico.org.uk/concerns/> or call 0303 123 1113 to report your concern

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