

One step at a time



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Registered Member **385132**
MBACP

Jo Cooke Counselling customer privacy notice

This privacy notice tells you what to expect me to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [How to complain](#)

Contact details

Telephone

07832207309

Email

jocookecounselling@icloud.com

What information I collect, use, and why

I use the following personal information **for contact**:

- Name, address and contact details
- Emergency contact details

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Lawful bases and data protection rights

Under UK data protection law, I must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis I rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where I get personal information from and who I share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask me to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask me to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask me to limit how I can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that I transfer the personal information you gave me to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When I use consent as my lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

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If you make a request, I must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact me using the contact details at the top of this privacy notice.

My lawful bases for the collection and use of your data

My lawful bases for collecting or using personal information **for contact** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - I only collect email address and phone number so that I can contact the client to arrange meetings.

Where I get personal information from

- Directly from you

How long I keep information

I will store the personal information for 5 years.

Duty of confidentiality

I am subject to a common law duty of confidentiality. However, there are circumstances where I will share relevant health and care information. These are where:

- you've provided us with your consent (I have taken it as implied to provide you with care, or you have given it explicitly for other uses)

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- I have a legal requirement (including court orders) to collect, share or use the data
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime)
- In England the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied.

How to complain

If you have any concerns about my use of your personal data, you can make a complaint to me using the contact details at the top of this privacy notice.

If you remain unhappy with how I've used your data after raising a complaint with me, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>