

GDPR AGREEMENT

Serning Ltd's GDPR agreement sets out how any personal data we collect from you, or that you provide to us, will be stored and processed confidentially.

How we gather your personal information

Information that you provide by:

- Emailing us via this website [www.serning.com] or directly to any email @serning.com and via various therapy directories and platforms.
- By phone to request further information about psychotherapy or counselling services.
- The client contract
- Brief session notes
- Regarding online therapy, we use Skype. Skype has a recording facility but this will not be used unless there is a need to do so, for example in monitoring the work of a trainee, and such recording will only take place with your prior consent.

Where we store your personal information

All personal information that we gather from you, whether in person, email or phone, will be kept securely.

The client contract, your contact details, and brief session notes are stored on a computer and password protected.

Any session notes are anonymised, using your initials only. These are not electronic, and kept securely in a locked space.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

How we use your personal information

We use your contact details to allow us to provide you with information of the services that you request from us, to allow you to tell us about changes in your availability and to notify you about changes to our availability and any other relevant administrative changes.

We use the session notes to ensure we carry out a high quality of therapeutic work.

In order to carry out a high quality of therapeutic work, we attend supervision regularly. This is bound by a separate confidentiality contract and you will be anonymised if anything pertaining to you is mentioned during supervision.

How long we keep your information for

We will retain your client contract and notes for as long as we are working together. After therapy has finished, we will retain these documents for a further five years in case you decide to return to therapy. This is also a requirement of our indemnity insurance. After that five-year period, those documents will be destroyed.

Your rights

You are entitled to view, amend, or delete any personal information pertaining to you that we hold. All requests must be carried out within a month.

In the event of a data breach

We have a legal obligation to report a data breach to you and the Information Commissioners Office (ICO) within 72 hours.

Disclosure of your personal information

In the event of the incapacity or death of your therapist, your personal contact information will be disclosed to the two clinical executors of their Professional Will so that they can notify you. In the event of your therapist's death, their executors will subsequently destroy all contact information and notes on their computer.

If a therapist working as part of Serning Ltd is under a duty to disclose or share your personal data in order to comply with any legal obligation, they will consider doing so. For example, if they are subpoenaed to court, or as a legal requirement such as safeguarding children or vulnerable adults, terrorism or money laundering.

Changes to this GDPR agreement

We will notify you of changes we may make to this privacy policy in the future.

Consent to this GDPR agreement

Your use and undertaking of Serning Ltd's services constitutes your approval and acceptance of this agreement, and are consenting to our use and storage of your personal information that you have disclosed to us, as detailed above. You have the right to withdraw your consent at any time.