Alison Rimell Counselling Privacy Policy

**My contact details**

Name: Alison Rimell

Phone Number: 07821 636902

E-mail: [ar@arimell.com](mailto:ar@arimell.com)

Website: [www.alisonrimell.co.uk](http://www.alisonrimell.co.uk)

Address: 26B Louie’s Lane, Diss, South Norfolk IP22 4LR

Policy date: 15.04.2022

**The type of personal information I collect**

I currently collect and process the following information:

* Name
* Phone number
* Email address
* Age

**How I get the personal information and why I have it**

The personal information I process is provided to me directly by you for the following reasons:

* Arranging sessions
* Communicating practical information to support the sessions – such as Zoom protocols, payment and cancellation policies
* Responding to messages and emails sent by you
* Keeping a paper record of session dates, payments and contact information in case electronic devices fail.

Under the UK General Data Protection Regulation (UK GDPR), the lawful base I rely on for processing this information is:

* **Your consent.**

**You are able to remove your consent at any time. You can do this by contacting Alison Rimell Counselling (see contact details above).**

**How I store your personal information**

Your information is securely stored.

I keep your email address on my laptop which is password protected. No one else has access to this laptop or the password.

I keep your mobile phone number on my phone which is password protected. No one else has access to my mobile phone or the password.

I keep a paper record of session dates and payments. This also records your age, phone number and email address. I keep this in a locked filing cabinet which no one else has access to.

I delete your email address from my laptop when sessions have finished

I delete your phone number from my phone when sessions have finished

I keep the paper record of sessions for up to 7 years after your sessions have finished and then I destroy it by shredding it.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, I have one month to respond to you.

Please contact me at if you wish to make a request. Alison Rimell Counselling (see contact details above)

**How to complain**

If you have any concerns about my use of your personal information, you can make a complaint to me at: Alison Rimell Counselling (see contact details above).

You can also complain to the ICO if you are unhappy with how I have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>