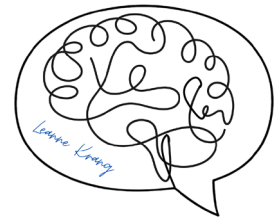


LEANNE KRANG THERAPY

CONFIDENTIALITY POLICY



In my counselling service, I prioritise your privacy and the confidentiality of your personal information. I understand the importance of creating a safe and trusting environment for you, where open and honest communication can take place. I adhere to strict ethical and legal guidelines regarding confidentiality.

Everything discussed during your counselling sessions will be kept strictly confidential. I am committed to maintaining the privacy of your personal information, including the content of our conversations, your background, and any records or documentation related to your therapy.

There are, however, certain exceptions to confidentiality that I want to make you aware of:

Legal requirements

There are three situations in which I need to break your confidence: if you tell me that you are money laundering, engaged in acts of terrorism or involved in drug trafficking, I will need to inform the appropriate authorities immediately.

Harm to self or others

If I believe that you are at risk of harming yourself or others, I may be obligated to break confidentiality. I will make every effort to discuss such circumstances with you beforehand, whenever possible.

Supervision

I attend regular supervision and may consult with other professionals to ensure the quality of our services. However, during these discussions, your identity will be kept anonymous to maintain your confidentiality.

I take great care to protect your personal information from unauthorised access, disclosure, or alteration. My electronic systems and physical records are securely maintained in compliance with applicable laws and regulations.

Your contact details are stored in a secure card index box in a secure file. I use these details to get in touch with you. These contact details will be destroyed one month after we finish working together.

Session Notes

I keep my session notes brief and concise. These are held securely within my GDPR-compliant, fully encrypted, password- and 2-factor authentication admin portal. As required by law, they will be held for 7 years. You have a right to see your notes at any time, and I will never disclose them to anyone.

Phones and Recording of Sessions

Please be aware that if you are using or in proximity to a device such as an iPhone/Android phone or smart watch during our sessions, I cannot guarantee that it will not be listening, putting complete confidentiality at risk. I will not have any of my own devices in the room during our sessions.

To protect both your confidentiality and mine, recording of our sessions is not permitted without my prior written consent. This includes audio and video recordings, whether made intentionally or automatically (such as through certain online platforms).

If you have any concerns or questions about my confidentiality policy, please do not hesitate to discuss them with me. I am here to provide support, address your concerns, and uphold your confidentiality to the best of my abilities.

I am a data controller with the Information Commissioner's Office (ICO). If you think I have breached your confidentiality, I will ask that you discuss this with me in the first instance to give me a chance to rectify the situation. If you are unhappy with my response, you are within your rights to contact the ICO.