



Eleni Pickett
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Confidentiality

Your privacy is a top priority. Please find details of my confidentiality policy, data protection compliance and safeguarding procedures below.

- Counselling is confidential and as a member of the British Association of Counselling & Psychotherapy, the BACP Ethical Framework is followed in terms of confidentiality.
- I am supervised in accordance with this framework by a Clinical Counselling Supervisor.
- No identifying details will be disclosed during supervision or in any notes, in order to protect your confidentiality. These notes are kept locked away by key/password protected on a PC.
- All personal data is stored securely in accordance with the UK General Data Protection Regulation (UK GDPR).
- Your counsellor will not share personal information with anyone else without your permission, except when:
 - There is a legal reason to do so
 - You need urgent medical treatment
 - You or others are at risk of serious harm
 - If the counsellor believes that Child Protection issues are involved
 - If it is essential to prevent a serious and imminent threat to either public health or national security
- Where possible, I will always seek your consent before any disclosure.
- You have the right to withdraw consent, erase your data, move your records or view them at any time.
- Any personal data which I hold will be stored securely, password protected on computer and in a locked filing cabinet.
- Confidential records are kept for up to 7 years and then deleted/confidentially shredded.
- In the event of my death or serious illness, a colleague will have access to a list of my current clients and their contact details, in order to contact/keep them informed.
- If you have a concern about how I handle your personal data, please contact me at contact@eptcounselling.com
- I'll acknowledge your concern within 30 days and respond as soon as possible.
- You also have the right to complain to the Information Commission at ico.org.uk

Telephone and/or Online Counselling

- The counsellor will be in a confidential space, with the door closed.
- Your counsellor will send a link by email for you to join the meeting at your appointment time.
- Please make sure you are in a quiet location where you will not be disturbed.
- You may wish to use headphones or turn off the camera to give you more privacy.
- If the connection is interrupted for any reason, we may need to log out, wait a few moments and then log back in and attempt to reconnect.
- If this is not successful, I will contact you to arrange to book a replacement session when next convenient.
- While telephone/online platforms offer degrees of security and encryption, it is not possible to guarantee how the companies providing these services will handle data relating to the call.