



BRAD CHARTERIS *MBACP, Adv. Dip. Couns.*

15 Adams Close
Amphyll, Bedfordshire MK45 2UB
Tel: 01525 751691 | Mob: 07939064299
Email: barncol0181@aol.com
<http://www.amphyllcounselling.com>

DATA PROTECTION POLICY

Amphyll Centre for Counselling and Psychotherapy (ACCP)

Confidentiality and Data Protection

1. What information is held and why?

The ACCP, in order to carry out a professional effective service, maintains a record of client attendance and counsellors and therapists keep notes after each session. Some of what you may tell us may be classified as sensitive personal data under the Data Protection Act (1998). All information is handled in accordance with the DPA (1998), which can be viewed at:

[Data Protection Act \(1998\)](#)

General statistics are recorded and kept about numbers attending the Centre and, for example, how often certain conditions occur. These statistics do not contain information from which an individual can be identified and are solely used to monitor and improve the effectiveness of the Centre.

2. Security

Records are retained securely for at least one year and, in specific circumstances, for a minimum of four and a maximum of seven years. They are then disposed of confidentially.

3. Access

Under the Data Protection Act (1998) you have a right of access to notes held in your file. However, if the notes include information that would identify a third party this will be removed (to preserve the confidentiality of the third party) unless the third party gives consent for access.

4. Confidentiality

What you tell the counsellor or therapist is generally confidential within the Centre. The counsellors and therapists will not pass on personal information about clients to anyone outside the Centre subject to the following exceptions:

- Where the counsellor or therapist has the express consent of the client to disclose the information.
- Where the counsellor or therapist believes the client or a third party is in serious danger.
- Where the counsellor or therapist would be liable to civil or criminal court procedure if the information was not disclosed.

In any of these circumstances the counsellor or therapist will seek to obtain consent to disclose information from the client, if at all possible. If there is no indication that this is likely to happen, or if the crisis or danger is sufficiently acute, the counsellor or therapist may pass on the information directly.

5. Supervision

In line with their professional requirements, counsellors and therapists may discuss counselling and therapy sessions with other counsellors and therapists within the Centre, or with a supervisor external to the Centre. In this process the identity of the client is not revealed. The purpose of supervision is to help the counsellor or therapist reflect on their work.

6. Code of Ethics

The counsellors and therapists at the Centre adhere to the British Association for Counselling and Psychotherapy [*Ethical Framework for Good Practice in Counselling and Psychotherapy*](#).

7. Complaints

If you are unhappy with any aspect of the service you receive at the ACCP we would like to know so that we can try to remedy the situation. In the first instance, a complaint should be discussed with the relevant counsellor or therapist. If unresolved, it should then be referred to the Director who is responsible for the service within the Centre. Should you consider that the *Ethical Framework for Good Practice in Counselling and Psychotherapy* has been breached you have the right to make a formal complaint to the British Association for Counselling and Psychotherapy.

If you have any questions about our data protection policy, please feel free to speak to your counsellor or therapists.

Brad Charteris
Practice Manager
27th September 2007