

Data Privacy Policy

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This document outlines why I keep information, how I use it, what and where I keep it for how long, how I keep it safe and what your rights are. If you have feedback, please let me know so that I can further improve my system.

Overview

I have a so-called 'legitimate interest' for keeping data, and I am registered with the Information Commissioner's Office (ICO) to do so. I also follow the guidelines of my professional regulator (the Health and Care Professions Council, HCPC) and of the British Psychological Society (BPS).

Why I keep information

I keep information about you to provide a service to you, contact you when necessary and to process payments. My professional registrations requires me to keep information about my clients and the work we do. Unless you allow me to keep such data I cannot offer you services.

What data I keep

I keep personal data about you (e.g. name, address, phone, email) and information on attendance and payments. I also keep sensitive data from our meetings (such as private information and your life history) in unidentifiable handwritten notes. Sometimes, only with your consent, I write letters or reports which I keep on my laptop.

What I do with the information

I use the data to provide you a service, to process payments and to prevent serious harm.

Where I keep data

I keep data in a paperfile, on my laptop, on my mobile phone and in email systems. My website uses cookies and your browser may use additional cookies, however, cookies do not contain personal data and you can turn them off.

How long I keep data

Following guidelines, I keep client data during therapy and for 7 years after it ended.

How I keep data safe

- I store paper notes in a lockable filing cabinet. I bring them to our meetings and return them to the cabinet at the end of the day. I keep personal data such as contact details locked in the filing cabinet and separate from notes.
- The work partition on my laptop is encrypted and password protected. I keep data on attendance and payments, and other identifiable information such as invoices, separate from any other information I may hold about you.
- My work mobile phone is encrypted and password protected.
- My work email is password protected.
- I use Google Authenticator to generate two-step verification codes.

You have the right

You can request details of information I keep, receive a copy of it within one month and have information corrected if you consider it inaccurate or incomplete.

If you have any concerns about the way I handle data, you have the right to complain to Information Commissioner's Office (ico.org.uk/concerns, phone 0303 123 1113).