

## **GDPR and Privacy Statement**

As the processing of your personal data is required to enable me to provide you with a service, I do not require consent from you to hold your information securely or to provide you with this service, but will take this opportunity to assure you I adhere to all laws and procedures relating to data protection (Article 9, paragraph 2, (h) of the GDPR) and will only use your data to provide you with this service and for any further reason you explicitly consent to.

Your privacy and confidentiality are important, and Caroline Hedler will never use your information for any purpose other than that to which you have explicitly consented to. You may withdraw consent at any time by getting in touch via 07899108198 or [caroline.hedler@live.se](mailto:caroline.hedler@live.se)

## **FAQ's for GDPR**

My full list of Policies and Procedures is available on request.

### **What is the General Data Protection Regulations, 2018 (GDPR) and how does it affect me?**

The GDPR replaces the 1998 Data Protection Act to ensure your personal and sensitive, confidential data is kept private and held securely, being processed in the way that you have agreed to. It is there to protect your rights as a consumer of a service or product that might involve your identifiable data, e.g. your name and address. It also covers any session records, text messages or emails we exchange.

### **How long will you hold my information for?**

All your information and data e.g. phone number, email address and session notes will be shredded and deleted one month after your last coaching session.

### **What if I don't want my records to be held for that long?**

Under the GDPR you can make a request in writing to me, for all your records to be deleted. In this case all your paper records would be shredded and any electronic data such as emails or text messages would be permanently deleted from the devices they are stored on.

## **Why do you need to record this information?**

I collect information about you in the form of session notes. This information enables me to provide a high quality service to you, ensuring I am equipped with the knowledge of our previous discussions prior to each session. Your contact details and address will only be used with your explicit consent.

## **What lengths are made to ensure my information is held securely?**

- Hardcopy documents – Are all stored in a locked room.
- Text messages – My work phone is secured with a pin code.
- Emails – My email account requires a user name and password.
- Electronic documents – Any electronic documents e.g. invoices, are stored on a password protected computer.

## **Is what we discuss kept confidential?**

Everything we talk about during our sessions are strictly confidential between you and me. To ensure I am doing my job effectively and that I have the right support, I may discuss elements of our sessions with a coach colleague or a clinical psychologist. During these discussions I do not disclose any details that may identify you, and these individuals also adheres to the GDPR.

## **What if I see you outside of the session?**

If we see each other outside of a session I may smile but will not engage in any further conversation to ensure your confidentiality. You are welcome to share with other people about your coaching process, but I am obligated by GDPR law to ensure your confidentiality is protected.

## **Exceptions:**

In order to safeguard you and the people around you, if you were to disclose that you were going to carry out harm to yourself or someone else, then under my "Duty of Care" I am obligated by law to inform the relevant authorities. This is to support you to live well, and I would always aim to discuss this with you prior to contacting anyone.

If I was issued with a police warrant or court order for your information, by law I would also have to provide them with your information.