



Privacy ("GDPR") Policy Courtney Whalen Van de Weyer - Helicotherapy

This policy sets out how any personal data I collect from you, or that you provide to me, will be stored and processed confidentially.

How I gather your personal information

- Information that you provide by emailing me via my website, direct email and via various therapy directories and platforms (e.g., BACP or Counselling Directory).
- Via any email to courtney@helicotherapy.com
- Any session notes that I take.
- During telephone or online sessions, for which I use Zoom. Zoom has the facility to record sessions but I will not record any of our sessions. Any chat transcripts made during the session will be only temporary and will be erased once the meeting has closed.

Where I store your personal data

I take all reasonable steps necessary to ensure that your data is treated securely and in accordance with this privacy policy.

- Personal data that I collect from you via any form of contact by email or phone will be kept securely on a password protected computer.
- Any pre-therapy questionnaire form, your contact details, and brief session notes are stored on a computer and password protected.
- The brief session notes are anonymised, using your initials only and are password protected.

How I use your information

I use your contact details to allow me to provide you with information of the service that you request from me, to allow you to tell me about changes in your availability and to notify you about changes to my availability and any other relevant administrative changes.

I use the brief session notes to carry out my obligation arising from our contract together.

As part of my commitment to providing a professional service, I attend supervision regularly. This is bound by a confidentiality contract and to protect your identity I only use the initial of your first name.

How long I keep your information/notes for

I keep personal data for as long as necessary for the purposes for which it was collected. I will securely destroy or delete personal data when it is no longer required.

Your rights

You are entitled to view, amend, or request deletion of the personal information that I hold. Any request you make towards this have a month to be complete. Please contact me directly if you wish to make any requests.

In the event of a data breach

I have a legal obligation to report a data breach to you and the Information Commissioners Office (ICO) within three days.



Disclosure of your personal information

Your data will only be disclosed if a situation arises (laid out in our contract together) where I must break our confidentiality agreement. Otherwise:

- In the event of my incapacity or death your personal contact information will be disclosed to my clinical executor of my Professional Will so that they can notify you. In the event of my death my executors will also destroy all contact information and notes on my computer.
- If I am under a duty to disclose or share your personal data in order to comply with any legal obligation. For example, if I am subpoenaed to court, or as a legal requirement such as safeguarding children or vulnerable adults, terrorism or money laundering.

Changes to the GDPR agreement

I may update this GDPR policy from time to time. Clients will be notified of any changes via email or on my website.

Consent to the GDPR agreement

Your use and undertaking of my services indicates your approval and acceptance of this agreement, and are consenting to my use, and storage of your personal information, you have disclosed to me, as detailed above. You have the right to withdraw your consent at any time.