

Max Cohen Wellbeing Services

Privacy Policy - General Data Protection Regulations (GDPR)

I comply with all the legal points regarding your privacy and the security of your personal data. I am registered with the ICO (Information Commissioner's Office) as a data controller and comply with the data protection principles listed in [Article 5 of the UK GDPR](#). I have written out these points of the General Data Protection Regulations (GDPR) to show how I do this. If you have any queries, please do contact me.

What is Max Cohen Wellbeing Services?

Max Cohen Wellbeing Services (MCWS) is the registered self-employed business of Max Cohen.

Services provided:

- Counselling to individuals and couples, group work, consultancy and training
- A directory of professional practitioners and resources

Personal information collected:

To provide counselling, group work, consultancy and training I ask for personal information and sometimes other information, for example, the contact details of who to contact in the event of an emergency and details of your GP or other medical details, if they are relevant.

Personal information

- first name and/or chosen name
- family name or surname and/or chosen name
- address
- telephone numbers
- email
- other contact details for example social media and/or message services
- date of birth
- professional contact details including telephone number, email and other, for example, WhatsApp
- Please note in line with Gender Recognition Act (2004) and the Equality Act (2010), any previous name will be updated and deleted as advised by you

Sensitive personal information you may choose to give me, for example

- gender, ethnicity and marital status
- religious or other cultural beliefs
- physical or mental health or condition
- sexual orientation and/or gender identity
- notes written by me to help with the client, training or group process
- professional certification and insurance details

How your personal information is used:

- To enable clients, group members, training participants and professional practitioners to be contacted
- Max Cohen is a registered member of the British Association for Counselling and Psychotherapy (BACP) and is on the Accredited Voluntary Register of the BACP No. 58366 <https://www.bacp.co.uk/search/Register> To enable the service to be delivered confidentially and in your best interest I am bound by the BACP *Ethical Framework for the Counselling Professions* and

the BACP *Professional Conduct Procedure* <https://www.bacp.co.uk/about-us/protecting-the-public/standards/>

- Where there is a safeguarding issue I have a duty of care to act appropriately - see for example, Norfolk County Council Safeguarding [Protecting someone from harm - Norfolk County Council](#)
- Your personal information is not sent to any third parties without express consent
- Your personal information is not transferred out of the country where data protection laws do not offer the same level of protection as countries within the European Economic Area
- Your personal information is not used in any automated profiling
- Clients and practitioners who wish to be sent out mailings or newsletters, for example by Mailchimp, need to have consented in advance to do this.
- Any group emails recipients will be copied into using BCC for anonymity.

How long are personal details kept for?

Personal information and notes are kept for 7 years and for young people under 18 until for their 25th or 26th birthday.

How your personal information is kept secure.

I treat all of your personal information in the strictest confidence and take all reasonable steps to keep it secure once it has been transferred to my systems. I adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information.

On-going case notes are either typed or handwritten by me and are kept locked in a filing cabinet in the office of Max Cohen Wellbeing Services.

Information about counselling content is shared with my counselling supervisor in line with the *Ethical Framework for the Counselling Professions*, however, personal details are not shared with the counselling supervisor.

Please note that although I have internet security, I cannot guarantee the security of any data you disclose to me via email, text or on-line, so in choosing to use any of these you accept the inherent risks and I will not be held responsible for any loss or damage that you incur.

What are your rights?

Right to access my personal information:

Please send a request to access a copy of your personal information in writing to the C/O address below

Right to withdraw consent:

If you have given consent to use your personal information to send you marketing, you can withdraw your consent at any time.

Please contact me if you would like to withdraw your consent and I will delete your personal information in line with your right to erasure below. However, there are times when I may still need to share it, for example:

- any stated purposes I tell you about when you supply the information
- as part of my duty to protect a child, a vulnerable adult, yourself or the public
- for the prevention and detection of a crime
- for the assessment of any tax or duty
- if I am required to do so by any court or law

Right to rectification:

You may ask me to rectify any inaccurate information I hold about you. If you would like to update the personal information I hold about you, please contact me.

Right to erasure:

You may ask me to delete your personal information. If you would like me to delete the personal information I hold about you, please contact me, specifying why you would like me to delete your personal information.

Right to portability:

You may ask me to provide you with the personal information that I hold about you in a structured, commonly used, machine readable format, or ask for me to send such personal information to another data controller.

Right to restriction:

You can ask me to restrict the personal information I use about you where you have asked for it to be erased or where you have objected to my use of it.

Right to object:

You may object to my processing of your personal information. Please contact me, providing details of your objection.

Right to make a complaint

You may make a complaint about my data processing activities by contacting me using the details below. Alternatively, you may make a complaint to the UK supervisory authority, which is the Information Commissioner's Office (ICO), to which I am registered, by phoning 0303 123 1113 (local rate) or 01625 545745 (national rate) or by writing to ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Changes to the privacy policy

I review policies and procedures regularly and will update you as to any changes to these.

Contact details

Max Cohen

Tel: 07500 015574

Email: maxcohenwellbeing@gmail.com

Web: www.maxcohenwellbeing.com

Address:

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Reviewed on 27/11/24 and next review on 27/11/25