



ONLINE INFORMATION ON PRIVACY AND RECORD KEEPING

Counsellors respect your right to privacy and offer a confidential service. Only in certain rare circumstances will any personal information about you be passed to anyone outside our agency.

These circumstances are where:

- you have given your written permission for the counsellor to disclose information to a specific person or agency
- you, or the counsellor, or someone else is in serious danger
- the counsellor would be liable to civil or criminal proceedings if the information were not disclosed

The counsellor will normally encourage you to personally pass on information to the relevant person or agency. If there is no indication that this has happened or is likely to happen, or if the crisis or danger is significantly acute, the counsellor may pass on the information directly. Consent to disclose information will be sought from you if possible.

RECORD KEEPING

A record of your appointments with the counsellor is kept in a secure locked filing cabinet. These records are kept for five years and then destroyed. Under the Data Protection Act you have the right to see all notes and records that are kept about you. If your file includes a letter or additional information from another service, e.g. your doctor, consent from this person needs to be obtained before the contents of the correspondence is disclosed because data protection is also granted to third parties. If you wish to see your file, please speak to your counsellor. In most cases some notice is required.

PROFESSIONAL STANDARDS

Counsellors at Jakin adhere to the British Association for Counselling and Psychotherapy (BACP) Ethical Framework for Good Practice in Counselling and Psychotherapy. A copy of this is available at: www.bacp.co.uk/ethical_framework. Or can be downloaded from our site.

In line with this Ethical Framework, counsellors receive supervision from a supervisor. In this process your identity is protected.

EVALUATION AND FEEDBACK

For the purpose of developing best practice in the Counselling Service, you will be invited to complete an evaluation form when you finish counselling and your honest feedback is greatly appreciated as it helps us continually evaluate and improve our service.