Confidentiality Policy

At Freedom Counselling, we will protect the confidentiality and privacy of clients by:

* Actively protecting information about clients from unauthorised access or disclosure by storing paper records in a secure locked box and electronic records under password protected files on a device used only by Freedom Counselling
* Informing clients about how the use of personal data and information that they share with Freedom Counselling will be used, particularly with access to personally identifiable information
* Requiring that all recipients of personally identifiable information have agreed to treat such information as confidential in accordance with any legal requirements and what has been agreed with the client at the time of disclosure
* Informing clients about any reasonably foreseeable limitations of privacy or confidentiality in advance of our work together, for example communications to ensure or enhance the quality of work in supervision or training, or to protect a client or others from serious harm including safeguarding commitments, and when legally required or authorised to disclose (see Safeguarding Policy)
* Taking care that all contractual requirements concerning management and communication of client information are mutually compatible
* Ensuring that disclosure of personally identifiable information about clients is authorised by client consent or that there is a legally and ethically recognised justification
* Using thoroughly anonymised information about clients where this provides a practical alternative to sharing identifiable information