

# DAISY CHAIN

## C O U N S E L L I N G

### POLICIES & PROCEDURES

Daisy Counselling Services adheres to the ACA code of ethics & practice [ACA Code of Ethics and Practice](#) [Scope of Practice](#)

#### 1. Introduction

*At Daisy Chain Counselling Services (DCCS), we prioritize the privacy and confidentiality of all clients and visitors. This policy outlines how we collect, use, store, and protect your personal information, ensuring that all data is handled in accordance with applicable privacy laws and ethical standards in the counselling profession.*

#### 2. Information Collection

*DCCS may collect the following types of information:*

- *Personal identification information (e.g., name, address, phone number, email)*
- *Health and mental health information (e.g., medical history, therapeutic goals, session notes)*
- *Payment details (e.g., credit card or bank details)*
- *Communication preferences (e.g., preferred method of contact)*

*We collect this information via:*

- *Initial intake forms*
- *Direct communication through phone, email, or online sessions*
- *Payment and billing systems*

#### 3. Purpose of Information Collection

*The information collected is used for the following purposes:*

- *To provide professional counselling and support services*
- *To develop personalized therapeutic plans*
- *To communicate with you about appointments, reminders, or updates*

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- *For billing and administrative purposes*
- *To comply with legal or ethical requirements*

#### *4. Confidentiality and Disclosure*

*Your confidentiality is paramount to us. All information shared in sessions or through any form of communication with DCCS will be kept strictly confidential, except in the following situations:*

- *With your explicit consent: Information will only be shared with other professionals (e.g., a GP or psychiatrist) if you provide written consent.*
- *Duty to report: If there is reason to believe you or another individual is at risk of harm (e.g., in cases of abuse or self-harm), we are legally obligated to report this to the relevant authorities.*
- *Court orders: If required by law or a court of competent jurisdiction, we may be obligated to disclose specific information.*
- *Supervision and Professional Development: Your case may be discussed in supervision for the purpose of improving service quality; however, identifying details will be removed.*

#### *5. Data Storage and Security*

*We are committed to protecting your personal data from unauthorized access or disclosure. We use secure systems for storing physical and electronic records, including:*

- *Secure, encrypted databases for storing digital records*
- *Password-protected devices and accounts*
- *Confidential shredding of physical documents when no longer needed*

*All data is stored for a minimum period of [X] years following the end of your therapy, in line with legal obligations, after which it is securely deleted or destroyed.*

#### *6. Access to Your Information*

*You have the right to:*

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- *Request access to the personal information we hold about you.*
- *Request corrections or updates to your information.*
- *Withdraw consent to share information at any time, except where disclosure is required by law.*

*To make any such requests, please contact us in writing, and we will respond within 30 days.*

### *7. Online Counselling Sessions*

*For online therapy sessions, we use secure, encrypted platforms to ensure your information remains confidential. However, we cannot be responsible for data security if your own devices are compromised.*

### *8. Third-Party Services*

*We may use third-party services (e.g., payment processors, booking systems) that adhere to strict privacy and confidentiality standards. These third parties will only have access to your information as necessary to perform their specific services for DCCS and will not use it for other purposes.*

### *9. Changes to the Privacy Policy*

*DCCS reserves the right to modify this privacy policy at any time. Any changes will be communicated to clients in advance.*

### *10. Contact Information*

*If you have any questions or concerns regarding this Privacy and Confidentiality Policy, or if you wish to exercise any of your rights, please contact us:*

*Daisy Chain Counselling Services*

*Thank you*

*Ruby*