



EVOKE Therapy Privacy Policy

Introduction

At E.V.O.K.E. Therapy protecting your privacy and personal data is of utmost importance. This privacy policy outlines how Evoke Therapy collects, uses and protects any information you provide when you engage with my counselling services, including through my website. This policy complies with the general data protection regulation (GDPR) and other applicable data protection laws.

Who Am I?

My name is Amy Knight. I am a level 4 qualified psychodynamic counsellor. My practice provides confidential counselling services to clients. I am committed to maintaining the trust and confidence of my clients by handling all data responsibly and transparently.

Contact Information

Name: Amy Knight
Company Name: EVOKE Therapy
Email address: evoke-therapy@outlook.com
Phone: 07304 222641

What Information I Collect

I may collect and process the following personal information:

- *Personal Identification Information:* Name, address, email address, phone number.
- *Sensitive Information:* Health or medical information, mental health history and other personal details you choose to share during counselling sessions.
- *Website Data:* If you visit my website, I may collect cookies and usage data for analytical purposes.

How I Collect information

- Directly from you via initial enquiries, registration forms and during counselling sessions.
- Through secure communication channels such as emails or phone calls.
- Automatically via cookies if you use my website (see cookie policy)

How I Use Your Information

Your data is used for the following purposes:

1. To provide counselling services.
2. To contact you regarding appointments or changes to services
3. For record-keeping as required by professional standards and legal obligations.
4. To comply with legal, ethical or regulatory obligations, including safeguarding.

Legal Basis For Processing

I process your personal data under the following legal bases:

1. **Consent:** When you voluntarily provide information for counselling purposes.
2. **Contract:** To deliver agreed-upon counselling services.
3. **Legal Obligation:** To meet legal or regulatory requirements.
4. **Legitimate Interests:** To manage and improve my services and ensure ethical practice.

Data Storage and Security

I take all reasonable steps to protect your personal information, including:

- Storing data securely in encrypted digital files and/or locked filing systems.
- Using secure email and communications systems.
- Limiting access to your data to only those necessary for providing services.

Data Retention

I will retain your personal data for as long as is necessary to:

- Fulfill the purpose for which it was collected
- Comply with professional and legal obligations (e.g. keeping records for up to 7 years post-therapy).

Once retention periods expire, your data will be securely destroyed.

Sharing Your Information

Your information will never be shared with third parties unless:

- You provide explicit consent.
- Required by law (e.g. court orders or safeguarding concerns).
- Necessary to prevent harm to you or others.

In any such cases, I will make every effort to inform you beforehand, where possible.

Your Rights

Under the GDPR, you have the following rights:

1. Access: Request a copy of the personal data I hold about you.
2. Rectification: Request corrections to any inaccurate or incomplete data.
3. Erasure: Request deletion of your data where applicable.
4. Restrict Processing: Request limited use of your data.
5. Data Portability: Request transfer of your data to another provider.
6. Withdraw Consent: Withdraw consent for data processing at any time.

To exercise your rights, please contact me using the details above. I will respond within one month of receiving your request.

Cookies

If my website uses cookies, I will notify you upon your visit and request your consent. Cookies are used to enhance user experience and gather anonymous analytics.

You can manage your cookie preferences through your browser settings.

Changes To This Privacy Policy

This policy may be updated periodically to reflect changes in legal, regulatory, or operational practices. The latest version will always be available on my website.

Complaints

If you have any concerns about how I handle your data, please contact me directly. You also have the right to lodge a complaint with the *information commissioner's office* (ICO) in the UK. Website <http://ico.org.uk/>