

MARSHALL METHOD THERAPY

Confidentiality Record keeping Policy

Marshall Method Therapy (MMT or the Organisation) is a confidential counselling service.

All of our counsellors are professionally trained and work within the British Association for Counselling and Psychotherapy (BACP) Ethical Framework for Good Practice in Counselling and Psychotherapy. A copy of this can be downloaded from the British Association for Counselling and Psychotherapy website at http://www.bacp.co.uk/ethical_framework/

Confidentiality

MMT offers an opportunity to think and talk, in confidence. However, we may need to consult with colleagues within MMT with your agreement about our work, and we are professionally required to have our work supervised. In supervision we do **not** reveal any identifying details about clients.

Staff in MMT do not pass on personal information about clients (including information about attendance) to anyone outside the service except in the following situations:

- Where the counsellor has your express permission to disclose information.
- Where the counsellor would be liable to civil or criminal court procedure if the information was not disclosed.
- Where the counsellor believes the client, or a third party is in serious danger.

In these circumstances counsellors would not normally break confidentiality without a client's consent, if at all possible, and only to the extent necessary in the circumstances. These circumstances occur extremely rarely.

Record Keeping

The Data Protection Act 1998 requires us to obtain your consent for this record keeping, and we ask you to sign your agreement to our practices when you register with us.

Electronic records – Administrative data:

Your personal details (contact details, equal opportunities data etc.) are stored on a password protected database on a secure computer. Access to records is limited to staff within the counselling service.

Your personal data will only be used to facilitate administrative processes, such as contacting you to arrange an appointment etc., and in an aggregated and anonymous way to produce statistics about the profile of counselling service clients.

Electronic records – Online registration:

If you register using the on-line registration system the data you provide is sent to the server over a secure connection making it virtually impossible for anyone to read the data over the network.

Paper records - Client notes:

Your counsellor may make brief notes during or after each session to help them monitor their work. You will not be identified from these records and they are secured stored and destroyed after the counselling is complete in line with the counsellors governing body policy on data retention.

Records of personal data are kept in line with GDPR and guidance from the Information Commissioner's Office (ICO).

Do I have access to my records?

Under the Data Protection Act 1988, everyone has certain rights to access records held about themselves. Any person who wishes to exercise this right should complete the Request Form for Access to Personal Data from the MMT Practice Manager and return it according to the instructions on the form. If a client wishes to see the counselling notes made by their counsellor they should speak to their counsellor who will be able to provide further information. In order to protect the well-being of clients, clients do not have an automatic right to see these clinical notes.

Prepared by: David Eaton

Date: 6th March 2021

Approved by: Andrew Marshall

Date: 6th March 2021

Revised: 4th October 2022

Reviewed: 20th January 2025

Next Review – January 2026