

Confidentiality and Data Protection Policy

All individuals wishing to access the Counselling Service and Mental Health Advisor are asked to read the information contained in this document. In submitting the Lancaster University self referral form you are consenting to the terms and conditions within this document.

All our counsellors adhere to the Ethical Framework of the [British Association for Counselling & Psychotherapy](#) . Our Mental Health Advisor adheres to the Standard of Conduct of the Nursing and Midwifery Council: <http://www.nmc-uk.org/aArticle.aspx?ArticleID=3057> The Universities Data Protection policy can be viewed here: <http://www.lancs.ac.uk/depts/studreg/facts/data.htm>

Data pertaining to the content of sessions is recorded for service reports and background demographic information is retained for monitoring purposes. This data is kept securely in compliance with the Data Protection Act (1998), and all records are destroyed after 7 years.

Clients should be aware of the following exceptions:

“Any restrictions in [the Data Protection] Act on the disclosure of personal data do not apply if the disclosure is (d) required urgently to prevent injury or other damage to the health of a person or serious loss of or damage to a property, or (h) made at the request or with the consent of the data subject or a person acting on his behalf”

Access to your notes:

Under the Data Protection Act, clients may access all notes kept concerning them (this does not extend to references or information relating to third parties). Application to see any notes should be directed to the University Data Protection Officer. If a client’s file includes any letters or other information from external sources e.g. Doctor or Psychologist, then the consent of that practitioner is required