



Cambridgeshire Expressive Arts and Counselling Centre C.I.C (CEAACC)
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Company Number: 12383793

2025 General Data Protection Regulation GDPR Information

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Dear CEAACC Client,

Please read the following information and sign to show your consent and understanding regarding personal information kept under General Data Protection Regulation (GDPR).

CEAACC keeps both basic personal details (address, email address, phone numbers) and clinical notes (information written after meetings/sessions that is relevant to issues discussed). These records are kept in secure storage and location. This information is only used to provide services to you and is subject to General Data Protection Regulation (GDPR) May 2018.

Contact details are stored on a database on CEAACC's personal computers, which are password protected.

Emails are stored on password-protected email servers; if they contain relevant information, they will be printed out and form part of your client notes.

Online sessions are facilitated using the video platform Zoom, which is HIPAA compliant.

Practice guidelines indicate records should be kept for 7 years after services have finished. At this point your records will be destroyed.

You can request to see all data we hold in your file. This request should be put in writing and needs to be accompanied by a proof of identity e.g. passport or driving license. We are committed to produce this within 28 days. You may request any amendments to any data which is inaccurate or out of date. If you request to delete personal information, we will take all reasonable steps to do this apart from what we need for legal, auditing, or internal business purposes.

If you believe that we have not kept or used personal information to a satisfactory standard then please speak to your practitioner or Eleanor Port-Burke (CEAACC Director). You have the right to complain to the Information Commissioner's Office (ICO).

All policies and procedures can be found on our website www.ceaacc.com.

I have understood and agree to the above information:

Name (printed): _____

Name (signed) _____

Date: ____ / ____ / 2025

Address: _____

Telephone: _____

Email: _____

Many thanks, the CEACC Team

Eleanor Port-Burke
MBACP (ACCRED)
Director
www.ceaacc.com