



Confidentiality Policy

Purpose

Amber CPC recognises that confidentiality is of the utmost importance to clients and therefore essential to the effective running of its services. The confidentiality policy applies to all the services that Amber CPC provides.

The purpose of this policy is to outline:

- How Amber CPC protects the confidentiality of clients

Protecting information about clients

Amber CPC actively protects client information from unauthorised access or disclosure by:

- Using the client's code (not initials or name) on all documentation including Client note sheets, online calendar appointments and session records.
- All Client note sheets are either held in a locked cabinet in secure premises if they are hard copies, or on Amber CPC's secure Google Drive if they are soft copies.
- All clients' personal details are stored securely at a different location and/or on Amber CPC's secure Google Drive.

If personal information needs to be shared, for example with a medical professional, this will only be authorised with client consent.

Informing clients

Amber CPC informs clients about how their personal information is stored and used:

- How their records are protected, and that only Amber CPC practitioners and employees, who are all bound to maintain confidentiality, have access to these. We keep counselling records for five years after counselling has ended. If a client is under 18, then this changes to five years after the client turns 18.
- How anonymised data is collected on how the client found out about our services, how they got in contact with us, the reason for the support and the number of sessions that they have, to better understand and measure our impact.

For further information, please read our Privacy Notice.

Limitations of confidentiality

Amber CPC informs clients about any reasonably foreseeable limitations of confidentiality:

- Within the counselling team and/or with a supervisor to ensure best practice, all of whom are bound to maintain confidentiality. If possible, this will be without the use of names or personal identifying information.
- To protect a client or another person if there is a concern that they are at risk of serious harm.
- When information is required by law.

We are organisational members of the British Association for Counselling and Psychotherapy (BACP) and all our work is bound by its ethical framework and its commitment to clients (available to access [here](#)).