

Access to notes

Under the General Data Protection Regulations, clients have a right of access to all notes kept on them. If these notes contain references to other individuals these may not be available to the client, as protection is also granted to third parties. It will be important not just to show the notes to the client, but for the counsellor to talk to them about what their file contains and why. Some notes may be in shorthand and need explaining.

If a client wishes to see their file they should ask their counsellor giving two weeks' notice.

Security

All notes and records are kept securely locked within the Service.