Please note that as counsellors we have ethical obligations to all our clients, and will do our utmost
to act in your best interests. If you are a current client of the service, and are thinking of accessing
your records we would encourage you to speak with your counsellor in the first instance. If you are a
past user of the service you may like to ring and ask to speak either to the Duty Counsellor or to the
Head of Service.

Whilst we cannot insist that a client meets with us to read their notes, we think this is advisable. We
have an obligation to clients to ensure they understand the records that they see, can ask questions
and have support to deal with any unexpected feelings or responses that might arise for them.

Sometimes access to records may be limited:
‘Access to information identifying contributions by third parties, e.g. family members, may be
withheld to protect the confidentiality of these third parties. Access to information may also be
withheld where access would result in ‘serious harm’ or distress caused to the data subject, or to
another person. Serious harm relates to the physical or mental health or conditions of the data
subject or third party concerned
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If you choose to take copies of any of your records, you should be aware of your responsibility to
keep the copies secure and confidential, of the potential consequences of a third party having access
to the copies and to the possibility of forced disclosure (e.g. in the case of police search). It is
important to be aware of the significance of allowing your records to be given to a third party e.g. to
a solicitor. For example, a client who takes a full copy of their records and forwards only some to
their solicitor in support of a legal case for compensation needs to know that the opposing legal
team can request access to all of the notes in the client’s possession. Further, disclosure can be
made available to all parties; proedheecu