Counselling Service Privacy Notice

I am is committed to complying with the terms of the General Data Protection Regulation (GDPR) and to the responsible and secure use of your personal data. As a counsellor I have a legitimate interest in processing personal data in order to provide counselling services. The purpose of this statement is to let you know what personal information I hold; why I collect this data, how long it is kept and your rights over your personal data.

1. Information about you

We collect personal information from you when we go through the contract for our counselling services. This information includes contact details and other relevant personal information. Once a client finishes counselling, all data regarding their counselling is stored securely for 7 years and then destroyed.

2. Our use of this information

Your personal information will be used only to provide you with our services and to give you information relating to our services. We will not share your personal details with any other person or organisation without your knowledge and permission, unless there is a legal requirement, if there is a child or adult safeguarding issue, or a perceived risk of harm. A breach of confidentiality is when a person shares information with another in circumstances where it is reasonable to expect that the information will be kept confidential.

3. Security

We will take all reasonable precautions to prevent the loss, misuse or alteration of information you give us.

4. Your rights over your personal data

If you would like to see the information we hold about you, or would like to correct, update or delete any records, please email me

I will do my utmost to resolve any concerns you have, but if these are not resolved to your satisfaction, you may choose to contact the ICO.

If you have concerns about how your personal information is handled, you may submit a data protection complaint to me using the contact details provided. We will acknowledge your complaint within 30 days and investigate the matter without undue delay. If you remain dissatisfied, you may complain to the Information Commissioner's Office (ICO).