

# Take the seat

## Privacy Form

Your privacy is of utmost importance to me, and you can trust that your personal information will be kept secure and used only for the purpose it was provided. I fully comply with current data protection laws, including the General Data Protection Regulation (GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications (EC Directive) Regulations 2003. This privacy notice outlines how your personal information will be handled from our initial contact through to the conclusion of your therapy. If you have any questions or concerns, please feel free to reach out, and we can discuss them.

Data controller' refers to the person or organisation that collects, stores, and is responsible for managing personal data. In this case, I am the data controller. I am registered with the Information Commissioner's Office (ICO) under Reference ZB864407.

### **My Lawful Basis for Holding and Using Your Personal Information:**

Under the GDPR, I am required to have a lawful basis for processing your personal data, which may vary depending on the stage of our work together. Below, I outline the lawful bases I rely on:

- If you have completed therapy with me, I will rely on **legitimate interest** as the lawful basis for retaining and using your personal information.
- If you are currently receiving therapy or in contact with me to discuss therapy, I will process your personal data as necessary for the performance of our contract.

### **Special Category Personal Information:**

The GDPR requires that I handle any sensitive personal information you disclose to me with the utmost care. This type of information is known as 'special category personal information.' The lawful basis for processing such data is that it is necessary for the provision of health treatment (in this case, counselling) and is required to fulfil the contract between us as a health professional and a client.

### **How I Use Your Information:**

- **Initial Contact:**  
When you contact me with an enquiry about my counselling services, I will

collect information to help address your enquiry. This will include your contact details and the reason you're seeking counselling. Alternatively, your GP, another health professional, or a trusted individual may refer you to me by sharing your details.

If you choose not to proceed with counselling, I will ensure that all your personal data is deleted within 3 months. If you'd prefer me to delete this information sooner, simply let me know.

### **Confidentiality:**

Everything we discuss during our sessions will remain confidential. However, please be aware that there may be situations where I am required to break confidentiality if I believe you or someone else is at risk of serious harm, or if I have a legal obligation to report certain crimes (such as terrorism, drug trafficking, or money laundering), or if a court of law compels me to disclose information. In such cases, relevant information may be shared with your General Practitioner (GP), NHS mental health services, and/or the Police.

Whenever possible, I will discuss the need to break confidentiality with you first. However, I reserve the right to break confidentiality without prior consultation if I believe that immediate action is necessary to protect the physical safety of yourself or others.

### **Supervision:**

As part of the British Association of Counselling and Psychotherapy (BACP) regulations, I attend monthly supervision, which may include both professional and peer supervision. Occasionally, some content from our sessions may be discussed in these sessions. However, no identifying personal details will be shared, ensuring your anonymity is maintained. The focus of supervision is to help me improve my practice and provide the best support for my clients. My supervisors, including peers, are also counsellors who adhere to BACP's code of ethics regarding confidentiality.

### **Notes:**

I maintain brief notes of our therapy sessions to support our work together. These notes help me record the topics we are exploring and are for my personal use only. They do not contain any identifiable personal information and are stored securely online. By law and my insurance provider, I am required to keep your records for up to 7 years after our work together ends.

### **Personal Details:**

I will keep a record of your personal details to help ensure the smooth running of the counselling service. These details are stored securely online and will not be shared

with any third party. Any email correspondence will be deleted within 3 months if deemed non-essential. Otherwise, it will be retained as part of your records for up to 7 years (see the next section).

### **After Counselling Has Ended:**

Your information will be kept for the duration of our therapy sessions. However, I am legally required to retain your details and session notes for up to 7 years after our work together ends, in order to comply with legal obligations set by my insurers. After this period, all data will be securely deleted.

### **Third party recipients of personal data.**

I will never share your details with a third party unless you ask me to, or I am required to by a court of law. If you pay me by BACS or bank transfer, your initials or name may appear on my bank statement and on my accounts. These details may be requested by HMRC.

### **Your Rights:**

I aim to be as transparent as possible when it comes to giving you access to your personal information. You have the right to ask me to delete your personal information, limit how I use it, or stop processing it altogether. You also have the right to request a copy of any information I hold about you and to object to the use of your personal data in certain circumstances. You can read more about your rights at [ico.org.uk/your-data-matters](https://ico.org.uk/your-data-matters).

If I hold information about you, I will:

- Provide a description of it and tell you where it came from
- Explain why I am holding it, how long I will store it, and how I made this decision
- Inform you of who it could be disclosed to
- Provide a copy of the information in an intelligible form

You can also request that I correct any mistakes in the personal information I hold about you. To make a request for any personal information I may hold, please submit the request in writing.

### **Complaints and Suggestions:**

If you have any concerns or complaints about how I handle your personal data, please do not hesitate to get in touch with me in writing or by email using the contact details provided above. I welcome any suggestions for improving my data protection procedures.

If you wish to make a formal complaint about how I have processed your personal information, you can contact the Information Commissioner's Office (ICO), the

statutory body that oversees data protection law in the UK. For more information, visit [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint).

Please note that in certain circumstances, counsellors may be unable to comply with the above requests, such as when required to retain records by a court of law. Additionally, there may be a charge for fulfilling a request if it is deemed excessive in nature.

## **Data Security**

I take the security of your personal data very seriously and make every effort to ensure it is kept secure. My accounts and devices are password-protected, and my laptop is equipped with anti-virus software.

## **Visitors to My Website**

I use Wix Blogs as the content management system for my website.

If you fill in a form on my website, your data will be temporarily stored by the web host before being sent to me. These websites may collect data about you, use cookies, embed third-party tracking, and monitor your interaction with the embedded content, including tracking your interactions if you have an account and are logged in to the website.

Where links to other organisations' websites are provided, this privacy notice does not cover how those organisations process personal information. I encourage you to read the privacy notices on those websites.

## **Cookies**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour data. When you visit my website, we may collect information from you automatically through cookies or similar technologies. For further information, visit <http://allaboutcookies.org>.

## **How Do I Use Cookies?**

My website uses cookies in various ways to enhance your experience, including understanding how you use the website and for the contact form.

## **What Types of Cookies Do I Use?**

There are several types of cookies, but the website uses the following:

- **Functionality:** These cookies help us recognise you on our website and remember your previously selected preferences. A mix of first-party and third-party cookies is used.
- **Usage:** These cookies collect information about your visit to our website, such as the content you viewed, the links you followed, and details about your

browser, device, and IP address. This helps us understand how the site is being accessed and allows us to improve the user experience.

### **Embedded Content**

Content on this site may include embedded content (e.g., maps, videos, images, articles, etc.). Embedded content from other websites behaves in the same way as if you have visited the other website directly. While this makes the website more helpful to you as a visitor, most of this embedded content comes with its own cookies. I do not control these cookies, so I cannot guarantee what they do. In many cases, these cookies generate information similar to that of Google Analytics, and some may even use Google Analytics. Therefore, opting out of Google Analytics will also opt you out of these cookies.

You can opt out of Google Analytics and other Google services here:

<http://tools.google.com/dlpage/gaoptout> and <https://www.google.com/dashboard/>.

You can read Google Analytics' privacy notice here:

<https://policies.google.com/privacy/partners?hl=en-GB&gl=uk>.

### **How to Manage Cookies**

You can set your browser not to accept cookies, and the website linked above explains how to remove cookies from your browser. However, please note that in some cases, certain features of our website may not function properly as a result.

### **Changes to Privacy Notice**

This privacy notice may be updated periodically. Please check from time to time for any updates.

**Policy Updated:** March 2025

