



CONFIDENTIALITY:

Counselling is confidential. This means I will not share information about you with a third party unless you consent to that disclosure. So I will not tell anyone that you attend counselling, or what you say in our sessions, without your permission to do so.

Exceptions to confidentiality

There are circumstances when I might have no choice but to share information about you, even if you do not agree to this happening. These are:

- if there is a serious concern for your or someone else's safety, particularly if a child is at risk of serious harm.
- if there is a legal obligation relating to your involvement in, or knowledge of, a serious crime.
- if there is a court order requesting information about you.
- if it is essential to prevent a serious and imminent threat to either public health or national security.

Where possible, though, I will always seek your consent before any disclosure.

Supervision

I talk regularly to another experienced counsellor about my work. In the counselling and psychotherapy professions this is called 'supervision' and is a form of confidential consultative support, not line management. If I discuss your sessions with my supervisor, then I will not use your name or otherwise knowingly identify you.

Online counselling

During video call sessions, I will be in a room where you cannot be overheard or seen on my screen by anyone else. (For your own safety and privacy, I recommend you do the same.) I do not record the sessions.

While video call platforms offer degrees of security and encryption, it is not possible to guarantee how the companies providing these services will handle data relating to the call. Also, with some platforms, it might mean both the call and your number is logged on my device. I do not store your name in my digital address book but, with a service such as WhatsApp Video Call and Zoom, the operating system might recognise your number and link it to emails or texts we have exchanged.

PERSONAL DATA | INFORMATION INCLUDES:

COMMON EXAMPLES

Common examples of the types of personal data | information which we may collect, and process include your:

identifying information – such as your name, date of birth, or identification number of any kind, contact information – such as your phone number or email address, address information – such as your physical or postal address.





ACCEPTANCE:

ACCEPTANCE REQUIRED

You accept all the terms of this policy when you contact us through:

Phone, email, our website and all other communication channels.

LEGAL CAPACITY

You may not access our website to order our services if you are younger than 18 years old or do not have the legal capacity to conclude legally binding contracts.

DEEMED ACCEPTANCE

By accepting this policy, you are deemed to have read, understood, accepted, and agreed to be bound by all its terms.

COLLECTION:

WHEN YOU CONTACT US

When you contact us, you may be asked to provide certain personal data | information on a voluntary basis. This may include:

your name and surname, your email address and your telephone number.

This information is automatically stored, and we will use this personal data/information to provide additional services and information to you, as we reasonably think appropriate, and for any other purposes set out in this policy.

CONSENT TO COLLECTION

We will obtain your consent to collect personal data | information:

in accordance with applicable law, when you provide us with any registration information or optional information.

OUR OBLIGATIONS

We may only use your personal data and information to fulfil our obligations to you.

REGULATORS

We may disclose your personal data | and information as required by law or governmental audit.

LAW ENFORCEMENT

We may disclose personal data | information if required:

by a subpoena or court order.

to comply with any law.

to protect the safety of any individual or the general public; and

to prevent violation of our terms of service.





NO SELLING

We will not sell personal information. No personal data | information will be disclosed to anyone except as provided in this privacy policy.

EMPLOYEES

We may need to disclose personal data | information to our employees that require the personal data | information to do their jobs. These include our responsible management, human resources, accounting, audit, compliance, information technology, or other personnel. Any of our employees or personnel that handle your personal data | and information will have signed non-disclosure and confidentiality agreements.

UNAUTHORISED DISCLOSURE

We cannot accept any liability whatsoever for unauthorized or unlawful disclosure of your personal data | information by third parties who are not subject to our control.

SECURITY

We take the security of personal data | and information very seriously and always do our best to comply with applicable data protection laws. We will implement and maintain appropriate technical and organizational measures to protect the security and confidentiality of personal data | and information. We host a secure server environment that uses a firewall and other advanced security measures to prevent interference or access from outside intruders. All personal data | information is securely stored in our customer database. We authorize access to personal data | information only for those employees who require it to fulfil their job responsibilities. We implement disaster recovery procedures where appropriate.

RETENTION

We will only retain your personal data for as long as it is necessary to fulfil the purposes explicitly set out in this policy, unless:

retention of the record is required or authorized by law; or
you have consented to the retention of the record.

During the period of retention, we will continue to abide by our non-disclosure obligations and will not share or sell your personal data.

We may retain your personal data in physical or electronic records at our discretion.

UPDATING OR REMOVING

You may choose to correct or update the personal data you have submitted to us by contacting us via email or via the website.

You are entitled to a right to be forgotten. We will delete any personal data that you don't want us to have.

RESTRICTION OF PROCESSING

You may request that we restrict the use of your personal data. When we restrict your personal data, we still have the right to store it but not use it.





DATA BREACHES

We will notify our customers of any confirmed data breaches that have occurred. It is our customers' responsibility to notify the relevant supervisory authorities and any affected data subjects of the data breach.

LIMITATION

We are not responsible for, give no warranties, nor make any representations in respect of the privacy policies or practices of linked or any third-party websites.

