



Privacy Notice

Updated August 2026

Introduction

Your privacy is very important to me. You can be confident that your personal information will be kept safe and secure and will only be used for the purpose for which it was provided.

This Privacy Notice explains how I collect, use, store and protect your personal information when you visit my website, contact me about counselling, book an appointment or engage in counselling with me.

I adhere to current UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR).

This Privacy Notice explains:

- why I collect and process your personal information;
- the lawful basis for processing it;
- whether you have to provide it;
- how long I keep it;
- who it may be shared with;
- whether it is transferred outside the United Kingdom; and
- your rights under UK data protection law.

If you have any questions about this Privacy Notice or how I use your personal information, please contact me at:

Email: info@bspcounselling.co.uk

The term "**data controller**" refers to the person responsible for deciding how personal information is collected and used. For the purposes of this Privacy Notice, I am the data controller.

I am registered with the Information Commissioner's Office (ICO) under registration number **ZC080156**.

Email: info@bspcounselling.co.uk

My lawful basis for holding and using your personal information

The UK GDPR requires me to have a lawful basis for processing your personal information. The lawful basis I rely on depends on the stage of our relationship.

If you contact me to enquire about counselling, I process your personal information because it is necessary to take steps at your request before entering into a counselling agreement.

If you become a client, I process your personal information because it is necessary for the performance of our counselling agreement.

Counselling involves processing **special category personal data**, as information relating to your physical or mental health may be discussed during our work together. I process this information only where necessary to provide counselling services.

Following the end of counselling, I retain counselling records where necessary for the establishment, exercise or defence of legal claims.

Initial contact

When you contact me with an enquiry about my counselling services, I will collect information such as your name and contact details so that I can respond to your enquiry.

Your GP or another healthcare professional may also refer you to me, or a parent, partner or trusted individual may contact me on your behalf.

If you decide not to proceed with counselling, I will securely delete your personal information within **12 months** of our last contact unless I am legally required to retain it for another reason.

If you would prefer me to delete your information sooner, please let me know.

Booking appointments and payments

My website uses Wix appointment booking functionality to allow clients to request counselling appointments.

When you request an appointment, information such as your name and contact details may be collected and processed to manage your enquiry, arrange appointments and communicate with you.

Counselling fees may be paid either:

- through payment instructions provided following a Wix booking request; or
- by direct payment into my Monzo business account.

Where payments are made, relevant information such as your name, payment reference and transaction details may be processed by financial service providers in order to record and reconcile payments.

I do not have access to your full bank account details. Payment information is handled securely by the relevant financial service provider in accordance with their own privacy policies.

While you are accessing counselling

Everything discussed during counselling is confidential.

Confidentiality will only be broken where there is a legal or ethical obligation to do so, such as where there is a serious risk of harm to yourself or others, or where safeguarding or legal requirements apply. Wherever possible, I will discuss this with you first.

I keep a record of your personal details so that I can provide counselling safely and effectively. These details are stored securely on password-protected electronic devices and are not shared with third parties except where necessary to provide my services or where I am legally required to do so.

I may keep brief written notes of our counselling sessions. These are stored securely in a locked file box within a secure office.

For security reasons, text messages are not normally retained for longer than **12 months**. Where a text message contains information relevant to your counselling, a brief note may be added to your counselling record.

Routine email correspondence that does not form part of your counselling record will normally be deleted within **12 months**. Emails that form part of your counselling record may be retained for up to **seven years**.

After counselling has ended

Once counselling has ended, your counselling records will normally be retained securely for **seven years** following our final session before being securely deleted or destroyed.

This retention period reflects professional guidance and the need to establish, exercise or defend potential legal claims.

If you have any questions about the retention of your records, please contact me.

Third-party recipients of personal data

I use carefully selected third-party providers to support my practice. These may include:

- Wix, which provides my website hosting and appointment booking functionality;
- Google Analytics, where you have consented to analytics cookies;
- email and communication providers; and
- financial service providers such as Monzo, where payments are made.

Where third-party organisations process personal information on my behalf, I ensure appropriate arrangements are in place so that your information is processed securely and only for the purposes for which it was collected.

International transfers

Some third-party services I use, including Wix and Google Analytics, may process personal information outside the United Kingdom.

Where this occurs, appropriate safeguards are in place to ensure your personal information continues to receive the level of protection required by UK data protection law.

Your rights

Under UK data protection law, you have the right, in certain circumstances, to:

- access the personal information I hold about you;
- request that inaccurate information is corrected;
- request that your personal information is erased;
- restrict or object to certain types of processing; and
- request a copy of your information where applicable.

If I hold information about you, I will:

- explain what information I hold;
- tell you where it came from;
- explain why I am holding it;
- tell you how long I expect to retain it;
- explain who it may be shared with; and
- provide you with a copy of your personal information where you are entitled to receive one.

You may exercise your rights by contacting me verbally or in writing at:

info@bspcounselling.co.uk

Data Protection Complaints

If you have any concerns about how I have handled your personal information, I encourage you to contact me first so that I have the opportunity to investigate and resolve the matter promptly.

I will acknowledge your concern within **30 days**, investigate it without undue delay and let you know the outcome.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO), the UK's independent regulator for data protection.

Website:

<https://ico.org.uk/make-a-complaint/>

Telephone: 0303 123 1113

Visitors to my website

When you visit my website, I use Google Analytics to collect aggregated information about website traffic and visitor behaviour. This helps me understand how the website is being used so that I can improve its content and functionality.

Google Analytics uses cookies and similar technologies to collect information such as pages visited, time spent on the website and the type of device being used. I do not use this information to identify individual visitors.

My website is hosted by Wix, which may process limited technical information necessary for the operation and security of the website.

Some of these services may process personal information outside the United Kingdom. Appropriate safeguards are in place where this occurs.

My website uses cookies to enable essential website functions and, where you consent, to collect analytics information. You can manage your cookie preferences through the cookie banner displayed when you first visit the website.

If you complete a contact form on my website or request an appointment, the information you provide is securely transmitted to me and used solely for responding to your enquiry or managing your appointment.

Professional complaints

I am committed to providing a safe, respectful and professional counselling service. I welcome feedback and will always try to resolve any concerns directly with you wherever possible.

If you have a concern or complaint about any aspect of my counselling service, please contact me in the first instance at:

info@bspcounselling.co.uk

I will listen carefully to your concerns, acknowledge your complaint and aim to respond as promptly as possible.

Where appropriate, I will discuss the matter with you and work towards a resolution that feels fair and appropriate.

If you remain dissatisfied and I am unable to resolve the matter with you directly, you may contact my professional membership body, the **British Association for Counselling and Psychotherapy (BACP)**, if I am registered or accredited with them.

Further information about the BACP Professional Conduct Procedure can be found here:

<https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/>

Complaints about the handling of your personal information are dealt with separately under the **Data Protection Complaints** section of this Privacy Notice.