



Helena's counselling space-Privacy Notice

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

I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including: • Why I am able to process your information and what purpose I am processing it for • Whether you have to provide it to me • How long I store it for • Whether there are other recipients of your personal information • Whether I intend to transfer it to another country, • Whether I do automated decision-making or profiling, and • Your data protection rights. I am happy to chat through any questions you might have about my data protection policy and you can contact me via email at Helenascounsellingspace@proton.me

'Data controller' is the term used to describe the person/ organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

I am registered with the Information Commissioner's Office Registration reference ZB955617.

My phone number is: 07447 012915

My email address is: Helenascounsellingspace@proton.me

My lawful basis for holding and using your personal information The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below: If you have had counselling with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information. I

f you are currently having counselling or if you are in contact with me to consider counselling I will process your personal data where it is necessary for the performance of our contract. The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is consent initially. I will then retain any counselling records in case of the need to reference them in the future (the official legal basis is to defend against potential legal claims).

How I use your information How it might look Initial contact. When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. This will include your email and telephone number. Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf. If you decide not to proceed I will ensure all your personal data is deleted within one month. If you would like me to delete this information sooner, just let me know. While you are accessing counselling. Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if I have a serious concern about your or someone else's safety, particularly it is a child at risk of serious harm. If there is a legal obligation related to your involvement or knowledge of serious crime. If there is a court order requesting information about you.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely my work mobile phone which is password locked and are not shared with any third party. I will keep written notes of each session, these are kept securely in a locked filing cabinet and identified by a reference code. For security reasons I do not retain text messages for more than the time we are working together. If there is relevant information contained in a text message I will save this digitally in a secure password protected file. Likewise, any email correspondence will be deleted after the agreed period of work together if it is not important. If necessary I will upload to a secure password protected file.

After counselling has ended. Once counselling has ended your records will be kept for 7 years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

Third party recipients of personal data How it might look I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out specific tasks. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted

This statement was last updated on 16.08.2025.