

Privacy Notice

Introduction

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.

Data Controller

Emma Hooper Counselling is the data controller who collects, stores and has responsibility for people's personal data. I am registered with the Information Commissioner's Office (my ICO reference is ZC248055).

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, these are:

- ❖ If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.
- ❖ If you are currently having therapy or if you are in contact with me to consider therapy, 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 appropriately that you may disclose to me. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

How I Use Your information

❖ 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 name, address, email address, telephone number, and what brings you to therapy. If you decide to proceed with counselling, this information will be used for the purpose of arranging, amending and cancelling appointments. Your address would be used if I was concerned about your safety and wanted to arrange a police safety check. If you decide not to proceed, I will ensure all your personal data is deleted within 90 days. If you would like me to delete this information sooner, just let me know.

❖ **While You are Accessing Counselling**

If you decide to access counselling with me then I will also ask for your date of birth, the contact details of your GP and a nominated emergency contact. I will also keep brief notes of our sessions together. Whilst what you discuss with me is confidential, there are certain circumstances in which confidentiality may need to be broken. If you disclose information that indicates a risk of serious harm to yourself or to another person, I may be required to break confidentiality and notify your GP or request a police safety check so that you can receive help. In these situations, I will make every effort to discuss the matter with you and my supervisor beforehand, though this may not always be possible. If you were to fall ill in one of my sessions, then I would call your nominated emergency contact. Further details of my confidentiality policy can be found in my contract.

❖ **After Counselling has Ended**

Once counselling has ended, I will keep your records for five years as this is a term of my insurance policy (Holistic) and also in case you wish to return to counselling with me. After this time, all information held by me will be securely destroyed. If you want me to delete your information sooner than this, please tell me.

Disclosure of Your Contact Details if I am Incapacitated

In the event of my incapacity or death your personal contact information will be disclosed to the clinical executor of my professional will so that they can notify you and also destroy all contact information and notes.

Third Party Recipients of Personal Data

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.

Your Rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at <https://ico.org.uk/your-data-matters>.

If I do hold information about you I will:

- ❖ Give you a description of it and where it came from;
- ❖ Tell you why I am holding it, how long I will store your data and how I made this decision;
- ❖ Tell you who it could be disclosed to;
- ❖ Let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please email me.

Raising a Concern or Complaint

If you have a concern about how I have handled your personal information, I would ask you to raise it with me directly in the first instance. I take all such concerns seriously and will respond in accordance with my Data Protection Complaints Procedure, which is provided to you as a separate document alongside this notice.

If you remain unhappy after raising a concern with me, you have the right to complain to the Information Commissioner's Office (ICO):

- ❖ Website: ico.org.uk
- ❖ Telephone: 0303 123 1113
- ❖ Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Data Security

I take the security of the data I hold about you very seriously and as such I make every effort to make sure it is kept secure. To keep your data secure, any digital records are held on a laptop that is only used by me, and this is password protected at both the level of the individual document and the laptop itself. Any paper documents are locked in a cabinet to which only I have access. Emails, text messages and your phone number will be deleted within three months of our work finishing.

Visitors to my website

When someone visits my website, I use a third-party service, WP Statistics, to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow anyone to make, any attempt to find out the identities of those visiting my website.

I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

Like most websites we use cookies to help the site work more efficiently – you can read more about this in my cookie policy.

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

Changes to this Notice

I may update this Privacy Notice from time to time. If I make any significant changes, I will let you know. The current version will always be available on request.

Emma Hooper

This notice was last updated: August 2026