

Counsel UK

Customer Privacy Notice

Welcome and please find our updated privacy notice, we are committed to protecting your personal data and respecting your privacy.

The information below sets out the information that is collected and used and protected in accordance with The GDPR Act 2018 and the DUAA Act 2025.

{General Data Protection Act and Data use and Access Act}.

This privacy notice sets out what to expect us to do with your personal information.

1] Contact details

Mrs.Jane Dean

Psychotherapist,

Counsellor.

Clinical Supervisor.

Address, 1, Vernon Street, Friargate. Derby. DE1 1FR.

Telephone 0780148636 Email CounselUK@gmail.com

2] What information we collect that you provide and why.

We collect or use a range of the following information to **provide services which are in person, on the telephone, video and for the type of service you are working with Counsel UK for, Therapeutic services or Clinical Supervision.**

Here are some of the details that can be collected.

- Name, date of birth and age.
- Contact details and addresses, phone, email and preference of contact type.

- Payment details (including card or bank information for transfers and direct debits).
- Health information (including dietary requirements, allergies and health conditions).
- Previous information about therapy or assessments.
- Records of own assessments and notes were kept.
- Health information where relevant including any names of medication
- If you give permission for your GP to be contacted in an emergency, {18years and over}.

3] Lawful bases and data protection rights

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another

organization, or to you. [Read more about the right to data portability.](#)

- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice

Our lawful bases for the collection and use of your data.

Our lawful bases for collecting or using personal information to **provide services** are:

- Consent - we have permission from you after we give you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legal Obligation. To comply with legislation such as Safeguarding, court orders etc.
- Legitimate interests. For legitimate practice management processes.

4] Where we get personal information from

- Directly from you or a provider you are working with, including a health professional.
- Information is kept securely with a two-step authentication process.
- Secure storage, this is a locked filing cabinet in a locked room and secure building.

5] How long we keep information

Therapeutic records are kept for 7 years after the last appointment.

Young People aged 11 and over is 7 years.

Clinical Supervision records 7 years.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the contact details provided above.

6] Who we share information with. Others we share personal information with

- Organizations we need to share information with for safeguarding reasons.
- For Professional reasons such as Clinical Supervision as set out by the requirements by BACP. Anonymized case discussion is used to ensure the highest standards are met in the therapeutic practice.
- Trusted service providers, email providers IT services, financial operations and Clinical Supervisor in the event of my death and my Clinical Will arrangement to be implemented.
- More about confidentiality: There are times when information may be disclosed without consent, this includes:
 - Legal requirements: where required by law, via a court order or regulatory body.
 - Terrorism: Prevent under the Counter Terrorism Legislation.
 - Drug Trafficking; Prevention of drug trafficking offences.
 - Money Laundering.The Counselling Contract will set out the terms and conditions of the service including Confidentiality and Privacy, and this will be explicitly agreed between you and your Counselor.
The S Contract Supervision will set out the terms and conditions of the service including Confidentiality and Privacy, and this will be explicitly agreed between you and your supervisor.

How to complain:

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: CounselUK@gmail.com

ICO Number 00014172911

You can view our data complaints procedure at this link:

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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