

PRIVACY POLICY

This privacy policy explains what information we collect, how we use it, where we keep it, how long we keep it for and the procedures that we have in place to safeguard your privacy.

What Information Do I Collect?

When you contact our service via email, I collect the following information:

Name

Email address

Mobile number

Reason for your enquiry

General Counselling

Name

Address

Email address

Landline number

Mobile number

Date of birth

GP name and address

Next of kin

Reason for your enquiry

Mental health history

Family history

Current medications

Name and contact details of medical or mental health professionals managing your care

Family history

How do we use this information?

I collect this information for the following reasons:

To identify all of the factors that may be contributing to the problem you are seeking help with.

To monitor and measure the effectiveness of my service.

How do we safeguard your privacy?

I will store your enquiry, registration and assessment data via password protected word documents on a password protected computer.

The only people who have access to your data are:

Our Data Controller/Processor/Counsellor.

Subject Access Request

Should you wish to access your data or have it destroyed before 7 years have elapsed you may submit your request in writing to me. Each application will be considered on an individual basis and any decision to provide access to or destroy your personal data will be reached only after consultation with my insurers and my professional body.