

Helen Dewhurst Counselling

Privacy Notice

1. Introduction

I am committed to protecting your privacy and handling your personal information with care. I am registered with The Information Commissioner's Office (ICO) under Registration Number **ZB674165**. This notice explains what information I collect, why I collect it, how it is stored, and your rights regarding your data.

2. The Information I Collect

When you contact me or begin counselling, I may collect:

- Your name, address, phone number, and email address
- Emergency contact details
- Relevant medical or mental health information
- Session notes (brief factual records to support your therapy)

3. Why I Collect This Information

I use your information to:

- Provide counselling services
- Maintain accurate records for professional and legal purposes
- Contact you about appointments or changes to services
- Ensure your safety and wellbeing

4. How Your Information is Stored

- Paper notes are kept in a locked cabinet
- Electronic records are stored on a password-protected device
- Only I have access to your records unless disclosure is required by law or with your consent

5. Confidentiality and Sharing

Your information is confidential. I will not share it without your consent, except:

- If I believe you or someone else is at serious risk of harm
- If required by a court of law
- For professional supervision (anonymised)

6. How Long I Keep Your Data

I keep records for **7 years** after our work ends, after which they are securely destroyed.

7. Your Rights

You have the right to:

- Access the information I hold about you
- Request corrections to inaccurate data
- Ask for your data to be deleted (where legally possible)
- Withdraw consent for processing

8. Contact

If you have questions or concerns about your data or complaints about how your data is stored, please contact: Helen Dewhurst – Email: hello@helendewhurstcounselling@gmail.com Tel: 07546 647190

I will take all complaints seriously and will respond within 30 days.

If you are not satisfied, you can contact the **Information Commissioner's Office (ICO)** at www.ico.org.uk.