



Suzannah Pardoe
suzannah@spcounsellingservices.com
01234 567 890

Privacy notice

This privacy notice explains how I collect, use, and protect your personal information when you use my counselling and psychotherapy services. I am committed to keeping your information safe, confidential, and only used for the purposes set out here.

- [Contact details](#)
- [What information I collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where I get personal information from](#)
- [How long I keep information](#)
- [Who I share information with](#)
- [How to complain](#)

Contact details

Telephone

07598905691

Email

suzannah@spcounsellingservices.com

What information I collect, use, and why

I collect or use the following information **to provide counselling and psychotherapy services**

- Name, address and contact details
- Emergency contact details

I collect or use the following information **for safeguarding or public protection reasons:**

- Name, address and contact details
- Emergency contact details

Lawful bases and data protection rights

Under UK data protection law, one must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis one relies 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 me for copies of your personal information. You can request other information such as details about where I get personal information from and who I 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 me 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 me to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask me to limit how I 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 I transfer the personal information you gave me to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When I 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, I must respond to you without undue delay and in any event within one month.

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

The lawful bases for the collection and use of your data

My lawful bases for collecting or using personal information **to provide patient care and services** are:

- **Consent** - I have permission from you after I gave 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** – I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legitimate interests** – I am collecting or using your information because it benefits you, my practice or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. My legitimate interests are:
 - I have a legitimate interest in collecting and using personal information in order to:
 - Contact you about appointments or related services.
 - Maintain accurate records to support safe and effective therapeutic practice.
 - Uphold my professional obligations, including supervision, clinical notes, and ethical standards.

The benefits of this processing are that it enables me to deliver a safe, professional and effective counselling service.

For more information on my use of legitimate interests as a lawful basis you can contact me using the contact details set out above.

- **Vital interests** - collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

My lawful bases for collecting or using personal information **for safeguarding or public protection reasons** are:

- **Consent** - I have permission from you after I gave 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** – I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – I may be required to collect, use, or share personal information to comply with the law. This could include situations where I am required to disclose information under safeguarding legislation, court orders, or other statutory duties. In these circumstances, your data protection rights may be limited, for example the right to erasure and the right to object may not apply.
- **Vital interests** – In rare situations where someone’s life or serious wellbeing is at risk, I may use or share personal information without consent in order to protect that person.

Where I get personal information from

Directly from you

How long I keep information

I keep client records (including notes and contact details) for 5 years after the end of therapy, in line with professional guidance and insurance requirements. After this period, records are securely destroyed. Financial records are kept for 6 years to comply with tax law."

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

Who I share information with

Others I share personal information with

- Organisations I’m legally obliged to share personal information with
- GP/other health professionals (with consent)
- Supervisors (anonymised and limited information, in keeping with BACP ethical standards).

Duty of confidentiality

I am subject to a common law duty of confidentiality. However, there are circumstances where I will share relevant health and care information. These are where:

- you've provided me with your consent (I have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- I have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);

How to complain

If you have any concerns about my use of your personal data, you can make a complaint to me using the contact details at the top of this privacy notice.

If you remain unhappy with how I've used your data after raising a complaint with me, 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>