

1. Introduction

This Privacy Policy explains how I collect, use, store and protect your personal information when you contact me, visit my website, or engage in counselling. I am committed to handling your data lawfully, transparently and in line with UK GDPR, the Data Protection Act 2018, and the Data Use & Access Act (DUAA) 2026.

2. What Information I Collect

I may collect the following information:

- Your name and contact details
- Information you provide through the website contact form
- Emails and messages sent directly to me
- Brief administrative notes relating to appointments
- Clinical notes created as part of therapy
- Emergency contact information (where provided)

I do **not** use automated decision-making, profiling, or marketing tracking.

3. Lawful Basis for Processing

I process personal data under the following lawful bases:

- **Contract** – to provide counselling services you have requested
- **Legitimate Interests** – to respond to enquiries and manage appointments
- **Legal Obligation** – where required for safeguarding or by law
- **Vital Interests** – if information is needed to protect life
- **Special Category Data (Health)** – processed under the “health and social care” exemption for counselling

4. How Your Data Is Used

Your information is used solely for:

- Responding to enquiries
- Arranging appointments
- Providing counselling

- Maintaining accurate clinical records
- Meeting legal, ethical and professional obligations

I do not share your data with third parties unless required by law or in exceptional circumstances relating to safety.

5. Third-Party Processors

To deliver my services securely, I use trusted third-party providers who act as data processors:

- **Email provider**
- **Website hosting provider**
- **Online video platform (if sessions are held online)**

These providers process data securely and in accordance with UK data protection law.

6. Storage and Security

- Electronic records are stored on password-protected devices.
- Clinical notes are stored securely and retained for **7 years**, in line with professional guidance.
- Website enquiries are stored only for as long as needed to respond.

7. Your Data Rights

Under UK GDPR and DUAA, you have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (where legally appropriate)
- Request restriction of processing
- Request a copy of your data in a portable format
- Object to certain types of processing
- Raise a data protection concern or complaint (see Section 10)

You can exercise these rights by contacting me directly.

8. Confidentiality and Exceptional Circumstances

Everything shared in therapy is confidential except in situations where:

- You are at risk of serious harm
- Someone else is at risk of serious harm
- There is a legal requirement to disclose information
- Information arises relating to terrorism, money laundering or safeguarding

9. Cookies and Website Tracking

My website uses cookies to ensure it functions correctly. Where non-essential cookies (such as analytics) are used, you will be asked to **accept, reject or manage** your preferences through a cookie banner.

A full explanation of cookies used can be found in the **Cookie Policy**.

10. Data Protection Complaints Procedure (DUAA Requirement)

If you have any concerns about how your data is handled, you can raise a complaint using the following process:

How to Raise a Concern

Contact me at: julieivesontherapy@gmail.com

Acknowledgement

Your complaint will be acknowledged within **5 working days**.

Investigation

I will review your concern, examine any relevant records, and respond with findings within **30 days**.

Outcome

You will receive a clear explanation of:

- What happened
- Whether any data was affected
- What steps have been taken to resolve the issue
- Any actions taken to prevent recurrence

If You Are Not Satisfied

You can escalate your concern to the Information Commissioner's Office (ICO):

www.ico.org.uk

11. Contact Details

Julie Iveson Counselling Leyburn, North Yorkshire Email: julieivesontherapy@gmail.com