

Privacy Policy

Julie Iveson Therapy Leyburn, North Yorkshire, UK

I am committed to protecting your privacy and handling your personal information safely, respectfully, and lawfully. This policy explains what information I collect, how it is used, how it is stored, and your rights under UK GDPR and the Data Use and Access Act 2025 (DUAA).

1. Who I am

I, **Julie Iveson**, am the data controller for all personal information collected through this website and through counselling or psychotherapy services. You can contact me at:

julieivesontherapy@gmail.com 07825 467508

2. What information I collect

I collect information so that I can respond to enquiries, provide counselling or psychotherapy, and maintain safe, ethical practice. This may include:

- Your name and contact details
- Information you share when you contact me
- Information shared during therapy sessions
- Website usage data (e.g., pages visited, basic analytics)
- Technical data such as IP address and browser type (collected automatically by website hosting services)

I do **not** use invasive tracking, advertising cookies, or behavioural profiling.

3. Why your information is collected

Your information is processed for the following lawful reasons:

- **Contract** – to provide counselling or psychotherapy
- **Consent** – when you choose to contact me or request information
- **Legal obligation** – where required by law, safeguarding, or professional regulation
- **Legitimate interests** – to maintain website security, respond to enquiries, and improve services

4. How your information is used

Your information may be used to:

- Respond to enquiries
- Arrange and provide counselling sessions
- Maintain accurate clinical records
- Ensure the quality, safety, and supervision of my practice
- Meet legal, ethical, and professional requirements
- Manage appointments, communication, and administration

Information may be discussed anonymously in clinical supervision, which is a professional requirement.

5. How your information is stored

I store information securely using:

- Password-protected devices
- Encrypted professional email services
- Secure electronic records
- Locked storage for paper notes (if used)

Information is retained for **at least seven years**, or longer if required by law, insurance, or professional standards.

6. Sharing your information

Your information is confidential. It will only be shared when:

- You give clear consent
- There is a risk of serious harm to you or someone else
- I am required to share information by law or court order
- It is necessary to prevent or detect a crime
- A GP or other professional requires relevant information for your care

I do not sell, trade, or use your information for marketing.

7. Third-party services

I use trusted third-party providers for:

- Email (Gmail / TalkTalk)

- Website hosting (WebHealer)
- Online video platforms (MS Teams, Zoom)

These providers act as **data processors** and operate under their own privacy policies in line with UK data protection law.

8. Cookies and website analytics

This website may use basic cookies to ensure functionality and security. I do not use advertising cookies or cross-site tracking.

You can manage or disable cookies through your browser settings.

9. Your rights

If you wish to have your personal information deleted, limit how I use it or ask me to stop processing it, let me know and I will take reasonable steps to remove it unless I need to keep it for legal, insurance, auditing, internal risk management or archiving purposes. You can read more about your rights at ico.org.uk/your-data-matters. If you believe the information I hold about you is incorrect, or if you have concerns about how I am handling this information please contact me.

10. Online and phone counselling

Online sessions take place using secure platforms such as MS Teams or Zoom. I work in a private, confidential space and keep all software up to date.

Clients are responsible for ensuring they are in a private space and that their devices are secure.

If technology fails, I will attempt to reconnect or rearrange the session.

11. Updates to this policy

This policy may be updated periodically to reflect changes in legislation or professional requirements. The most recent version will always be available on this website.