



JM Counselling

Privacy Policy

Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose that it was given to me. I adhere to current data protection legislation.

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data.

If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.

If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract. The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

How I use your information

When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your enquiry. This will include your name, contact details, relevant medical information and reasons for attending counselling. If you decide not to proceed I will ensure all your personal data is deleted within a month. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling, rest assured that everything you discuss with me is confidential. That confidentiality can only be broken in limited circumstances, as outlined in our contract. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely and are not shared with any third party. I will keep written notes of each session, these are kept securely. For security reasons I do not retain text messages or emails for more than 2 weeks. If there is relevant information contained in a text message or email I will take an image and store it securely with your notes.

Once counselling has ended your records will be kept for 6 months from the end of our contact with each other and will then be securely destroyed. If you want me to delete your information sooner than this, please tell me.

I sometimes share personal contact data with third parties, for example Office 365 (when using email and/or Teams), where it is necessary to use your email details for providing these services. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them.



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I ensure that they do not use your information in any way other than the task for which they have been contracted.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via email at jules@jmcounselling.co.uk

I am the data controller and I am registered with the Information Commissioner's Office my registration number is ZB593474

My phone number is: 07500 792 491.

My email address is: jules@jmcounselling.co.uk