

Centred Minds Counselling Privacy Policy

This privacy notice tells you what to expect Centred Minds Counselling (CMC) to do with your personal information.

CMC are committed to protecting the privacy and security of your personal data. I (Claire Banks) am registered with the Information Commissioner's Office - ICO number ZB679848 and any information I keep is subject to the Data Protection Act 2018 (DPA18) and United Kingdom General Data Protection Regulation UKGDPR. Further information can be found at the Information Commissioner's Office: <https://ico.org.uk>

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Contact details

Post

167-169 Great Portland Street, 5th Floor, London, W1W 5PF

Telephone

07452 962222

Email

centredmindscounselling@gmail.com

What information does CMC collect, use, and why

CMC collect or use the following information to provide and improve services for clients:

- Names and contact details
- Addresses

- Pronoun preferences
- Date of birth
- Third-party information (such as family members or other relevant parties for emergency contact)
- Health information (information that may affect offering counselling services)
- Payment details (bank information for transfers)
- Website usage data (including information about how you interact with and use our website if cookie usage is accepted)

CMC collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information
- Any other personal information required to comply with legal obligations

Lawful bases and data protection rights

Your right of access - You have the right to ask CMC for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more here](#)

Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more here](#)

Your right to erasure - You have the right to ask us to delete your personal information. [Read more here](#)

Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [Read more here](#)

Your right to object to processing - You have the right to object to the processing of your personal data. [Read more here](#)

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more here](#)

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more here](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

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

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve services for clients** are:

- **Consent** - we have permission from you after we 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.
- **Working Agreement** – we have to collect or use the information so we can enter into or carry out a working agreement with you. All of your data protection rights may apply except the right to object.
- **Legitimate interests** – we’re collecting or using your information because it benefits you, CMC 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. Our legitimate interests are:
 - **Legitimate reasons** is to be able to offer counselling services. In order to provide you with support, advice, or information, I need to collect your personal data. I will not use your data for any direct marketing, sales or fundraising promotions under my legitimate interest. You have a right to ask me to stop processing your personal data, and if it’s not necessary for the purpose you provided it to us for, I will do so.

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- **Consent** - we have permission from you after we 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.
- **Working Agreement** – we have to collect or use the information so we can enter into or carry out a working working agreement with you. All of your data protection rights may apply except the right to object.

- **Legitimate interests** – we’re collecting or using your information because it benefits you, our organisation 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. Our legitimate interests are:
 - Legitimate reasons is to be able to offer counselling services. In order to provide you with support, advice, or information, I need to collect your personal data. I will not use your data for any direct marketing, sales or fundraising promotions under my legitimate interest. You have a right to ask me to stop processing your personal data, and if it’s not necessary for the purpose you provided it to us for, I will do so.

Where we get personal information from

Your personal information is collected directly from telephone or email contact with me. Also, from the completion of the Client Counselling Agreement and the Client Counselling Intake Form.

How should I let you know if I do want my information to be kept?

This will be discussed prior to commencing counselling. If you do not want your information stored then that will negate your eligibility for counselling, as Centred Minds Counselling requires your information to offer counselling services.

How long we keep information

If at least one counselling session has been conducted, then in line with my insurance requirements your information is retained for 5 years.

If you decide not to proceed with a chargeable counselling session before our appointments commence, I will ensure that all your personal information is deleted within one month. If you would like me to delete this information sooner, please let me know.

Who we share information with

- Insurance companies, brokers or other intermediaries, if required.
- Professional or legal advisors, if required.

- Emergency services, if required.

Third parties:

- A qualified supervisor, if required.
- Named emergency contacts, if required.

Third party applications:

I may use a mobile phone to contact you if you have given permission. The mobile phone uses a vpn. <https://www.apple.com/legal/privacy/en-ww/>

I may use Gmail to email you, if you have given permission.
<https://policies.google.com/privacy?hl=en-GB>

I use Zoom for online video sessions. <https://www.zoom.com/en/trust/privacy/>

How to complain

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

If you remain unhappy with how we've used your data after raising a complaint with us, 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://ico.org.uk/make-a-complaint/>

Last updated

9 January 2025