

PRIVACY POLICY

INTRODUCTION

Your privacy is very important to Meadowbrook Counselling. You can be confident that your personal information will be treated respectfully, kept securely and used only where there is an appropriate reason to do so.

This Privacy Policy explains how Meadowbrook Counselling collects, uses, stores and protects your personal information from your first contact with the service until after your counselling has ended.

It applies to:

- People making enquiries about counselling.
- Individual counselling clients.
- Both partners attending couples counselling.
- Former clients whose records are retained.
- People visiting the Meadowbrook Counselling website or contacting the practice through an online form.

This policy explains:

- What personal information we collect.
- Why we collect and use it.
- Our lawful bases for processing it.
- How long we retain it.
- Who it may be shared with.
- How information is handled during couples counselling.
- Your rights under data-protection law.
- How to raise a concern or complaint.

Meadowbrook Counselling complies with applicable UK data-protection legislation, including the UK General Data Protection Regulation, the Data Protection Act 2018, the Data (Use and Access) Act 2025 and the Privacy and Electronic Communications Regulations 2003, as amended.



WHO IS RESPONSIBLE FOR YOUR INFORMATION?

The data controller is:

Meadowbrook Counselling

Emma Bennett trading as Meadowbrook Counselling

First Floor, Eastham Hall, 109 Eastham Village Road, Eastham, Wirral CH62 0AF

Telephone: 07756 767055

Email: emma@meadowbrookcounselling.co.uk

Meadowbrook Counselling is registered with the Information Commissioner's Office.

ICO registration number: ZB845188

The data controller is responsible for deciding how and why personal information is collected, used, stored and protected.

Questions about this Privacy Policy or the way your personal information is handled can be sent to:

emma@meadowbrookcounselling.co.uk

INDIVIDUAL AND COUPLES COUNSELLING

This Privacy Policy applies to both individual and couples counselling.

In individual counselling, the client is the person attending counselling.

In couples counselling, the couple and the relationship are regarded as the therapeutic client. However, for data-protection purposes, each partner remains a separate individual with their own personal information and their own rights under data-protection law.

This means that Meadowbrook Counselling must consider the privacy, confidentiality and data-protection rights of each partner separately, even when information about both partners appears within the same therapeutic record.

Attending counselling as a couple does not give either partner unrestricted access to all information provided by the other partner.

Further information about confidentiality and information shared separately during couples work is contained in the Couples Counselling Agreement.

THE INFORMATION WE MAY COLLECT

The information collected will depend on the nature of your contact with Meadowbrook Counselling and the service you receive.

We may collect:

- Your name.
- Your date of birth.
- Your address.
- Your telephone number.
- Your email address.
- Your preferred method of contact.
- Emergency contact information.
- Information needed to arrange and administer appointments.
- Information relating to payments, fees and invoices.
- Information provided through an enquiry, registration form or assessment.
- Relevant physical and mental health information.
- Information relating to medication.
- Information about neurodivergence, disability, communication needs, sensory needs or reasonable adjustments.
- Relevant personal, relationship and family history.
- Information about significant life events, employment, education or social circumstances.
- Safeguarding and risk information.
- Information about other professionals or services involved in your care.
- Information discussed during counselling.
- Brief therapeutic session notes.
- Relevant information contained in emails, text messages, letters or telephone communications.
- Information provided by a referrer, GP, healthcare professional or another person acting on your behalf.
- Information required to respond to a legal, professional, insurance or regulatory matter.



Some of this information is classified as special category personal data because it may include information about your physical or mental health, disability, neurodivergence, racial or ethnic origin, religious or philosophical beliefs, sex life or sexual orientation.

We will only collect information that is relevant and reasonably necessary for providing, administering and protecting the counselling service.

INFORMATION ABOUT OTHER PEOPLE

During counselling, you may talk about partners, family members, friends, colleagues, healthcare professionals or other people.

Brief notes may therefore contain limited information relating to people who are not clients of Meadowbrook Counselling. This information will only be recorded where it is relevant to understanding the therapeutic work, managing risk or meeting professional responsibilities.

You should avoid providing unnecessary identifying information about another person.

OUR LAWFUL BASES FOR USING PERSONAL INFORMATION

Data-protection law requires Meadowbrook Counselling to identify an appropriate lawful basis for processing personal information.

Different lawful bases may apply at different stages of your contact with the service.

Enquiries and arranging counselling

Where you contact Meadowbrook Counselling to enquire about or arrange counselling, personal information may be processed because it is necessary to take steps at your request before entering into a counselling contract.

Current counselling clients

While you are receiving counselling, ordinary personal information may be processed where it is necessary for the performance of the counselling contract.

Legitimate interests may also apply where processing is reasonably necessary to:

- Operate and administer the counselling practice.
- Maintain appropriate professional records.
- Manage appointments and payments.
- Protect clients, the counsellor and other people.
- Respond to concerns, complaints or legal claims.
- Meet professional, ethical and insurance requirements.

Where legitimate interests are relied upon, these interests will be balanced against your rights, interests and reasonable expectations.

Former clients

After counselling has ended, legitimate interests will ordinarily be relied upon to retain appropriate records for professional accountability, insurance purposes, responding to complaints and the establishment, exercise or defence of legal claims.

Legal obligations

Information may be processed where necessary to comply with a legal obligation, including responding to a valid court order or meeting applicable financial, regulatory or safeguarding requirements.

Vital interests

Information may be processed where it is necessary to protect someone's life and the person concerned is not able to give consent.

Consent

Consent may be used in limited circumstances where you have a genuine choice about whether your information is used, for example where you ask us to communicate with another professional on your behalf.

Where processing is based on consent, you may withdraw that consent. Withdrawing consent will not affect processing that took place lawfully before consent was withdrawn.

SPECIAL CATEGORY PERSONAL INFORMATION

Counselling will ordinarily involve processing special category personal information, particularly information concerning physical or mental health. Meadowbrook Counselling will only process special category information where an appropriate condition under UK data-protection law applies.

Depending on the circumstances, this may include processing that is necessary for:

- The provision and management of health or social care or treatment by a professional subject to an obligation of confidentiality.
- Protecting someone's vital interests where they are unable to give consent.
- The establishment, exercise or defence of legal claims.
- Substantial public interest reasons permitted by law, including certain safeguarding purposes.

Where explicit consent is the most appropriate condition, this will be requested separately.

HOW WE USE YOUR INFORMATION

Personal information may be used to:

- Respond to your initial enquiry.
- Assess whether Meadowbrook Counselling may be an appropriate service for you.
- Arrange, confirm, reschedule or cancel appointments.
- Provide individual or couples counselling.
- Identify communication, accessibility or reasonable adjustment needs.
- Maintain appropriate therapeutic and administrative records.
- Manage fees, payments and financial records.
- Communicate with you about the service.
- Manage risk and safeguarding concerns.
- Attend confidential clinical supervision.
- Meet professional and ethical responsibilities.
- Respond to a concern, complaint, insurance matter or legal claim.
- Comply with legal and regulatory obligations.
- Maintain the safety, security and integrity of the counselling service.
- Review and improve the administration of the practice.

Personal information will not be used for unrelated purposes unless there is an appropriate lawful basis and, where required, you have been informed.

INITIAL CONTACT

When you contact Meadowbrook Counselling with an enquiry, we may collect information such as your name, telephone number, email address and a brief description of the support you are seeking.

We will only ask for information that is reasonably necessary to:

- Respond to your enquiry.
- Decide whether the service may be appropriate.
- Arrange an introductory or first session.
- Identify any immediate accessibility, safeguarding or risk considerations.

Where another person contacts Meadowbrook Counselling on your behalf, such as a GP, healthcare professional, family member, partner or trusted person, information may initially be received from them.

Before counselling begins, we will normally confirm relevant details directly with you.

If you decide not to proceed with counselling, enquiry information will normally be deleted within 28 days of the last meaningful contact, unless:

- You ask us to retain it for longer.
- There is a safeguarding, legal or professional reason to retain it.
- It forms part of a record that must be retained for another lawful reason.

You may ask for enquiry information to be deleted sooner. The request will be considered in accordance with your data-protection rights and any applicable retention requirements.

WHILE YOU ARE RECEIVING COUNSELLING

We will maintain an administrative record containing the information needed to manage the counselling service.

This may include:

- Contact details.
- Appointment information.
- Attendance and cancellation records.
- Payment information.
- Counselling agreements and registration information.
- Relevant correspondence.

We will also maintain brief therapeutic notes relating to counselling sessions.

Therapeutic notes are not intended to be a word-for-word account or transcript of sessions. They may include:

- The date and type of session.
- Brief themes relevant to the counselling work.
- Significant therapeutic interventions or decisions.
- Risk and safeguarding considerations.
- Relevant professional actions.
- Plans or matters to be reviewed.

Records will be proportionate and limited to information considered relevant to providing safe, ethical and accountable counselling.

COUPLES COUNSELLING INFORMATION

Information collected about each partner

When you enquire about or attend couples counselling, information may be collected about each partner.

This may include:

- Each partner's personal and contact details.
- Relevant relationship, family and personal history.
- Physical and mental health information.
- Information relating to neurodivergence, disability, medication or reasonable adjustments.
- Safeguarding or risk information.
- Information shared during joint sessions.
- Information shared during any individual meeting that forms part of the couples work.
- Relevant communications sent separately by either partner.

Where possible, each partner will be asked to provide their own personal details and confirm that they have read this Privacy Policy.

One partner should not provide extensive or sensitive information on behalf of the other partner without their knowledge or authority, unless there is an appropriate reason to do so.

The couples counselling record

Meadowbrook Counselling will ordinarily maintain one therapeutic record for the couples counselling work.

This record may contain:

- Information relating to both partners.
- Information about the relationship.
- Information shared during joint sessions.
- Professional observations and therapeutic notes.
- Relevant information about children, family members or other people discussed.
- Relevant separate communications from either partner.

Information about the partners may be interconnected and may not always be capable of being separated into two individual records.

The fact that there is one therapeutic record does not mean that the record is jointly owned by the partners or that either partner is automatically entitled to receive the full record.

Individual meetings during couples work

Occasionally, the counsellor may recommend meeting each partner individually as part of the couples assessment or therapeutic process.

An individual meeting held as part of couples counselling:

- Remains part of the couples counselling service.
- Does not ordinarily create a separate individual counselling relationship.
- Does not ordinarily create a separate private therapeutic record.
- Remains subject to the Couples Counselling Agreement.

Information from an individual meeting may be recorded where it is relevant to the couples work, risk management, safeguarding or professional accountability.

Information shared separately

Couples counselling works most effectively when there is openness and transparency between both partners. The Couples Counselling Agreement explains that the counsellor cannot agree to hold significant relationship information secretly on behalf of one partner.

However, a therapeutic agreement not to hold secrets does not mean that one partner automatically has a legal right to receive every email, message, statement or item of personal information provided by the other.

If one partner contacts the counsellor privately:

- The communication remains personal data.
- Relevant information may be added to the couples counselling record.
- The counsellor may encourage the partner to bring significant information into the joint work.
- The counsellor will not ordinarily forward the communication directly to the other partner without considering confidentiality, data protection, safety and safeguarding responsibilities.
- The couples' work may be paused or ended if significant information is being withheld and effective couples counselling is no longer possible.

Information will not be disclosed to the other partner where doing so would be unlawful, professionally inappropriate or likely to increase a risk of harm, abuse, coercion or retaliation.

CONFIDENTIALITY

Information discussed during counselling will normally remain confidential.

Confidentiality may be limited where there is an appropriate legal, professional, ethical or safeguarding reason to share information.

These circumstances may include:

- Where there is a serious or immediate risk of harm to you or another person.
- Where there are safeguarding concerns about a child or an adult at risk.
- Where disclosure is required by a court, judge, coroner or another person with lawful authority.
- Where information must be disclosed under legislation relating to terrorism, money laundering or another legally reportable matter.
- Where information is needed for the establishment, exercise or defence of a legal claim.
- Where you have authorised a specific disclosure.

Where it is appropriate and safe to do so, we will aim to discuss a proposed disclosure with you before information is shared.

There may be circumstances in which seeking consent or informing you in advance would be unsafe, unlawful or likely to compromise an investigation.

CLINICAL SUPERVISION

The counsellor attends regular clinical supervision as part of safe, ethical and professionally accountable practice.

Relevant aspects of client work may be discussed with a clinical supervisor.

Identifying information will be limited wherever reasonably possible. The supervisor is also subject to professional and contractual duties of confidentiality.

Clinical supervision does not give the supervisor an independent right to use your information for another purpose.

EMAILS, TEXT MESSAGES AND TELEPHONE CONTACT

Email and text messages should normally be used for:

- Making an enquiry.
- Arranging appointments.
- Confirming, cancelling or rescheduling sessions.
- Sending agreed administrative information.

They should not ordinarily be used for ongoing therapeutic conversations or crisis support.

Routine email and text communications will normally be deleted within 28 days when they are no longer required.

Where a communication contains information relevant to:

- The counselling work.
- Risk or safeguarding.
- A complaint or concern.
- The administration of the service.
- Professional accountability.

The relevant content may be recorded or retained within the client record.

For couples counselling, appointment-related messages should include both partners wherever reasonably possible.

Neither partner should use email, text messages or telephone contact to ask the counsellor to mediate a dispute, pass messages to the other partner or conceal significant information.

Meadowbrook Counselling is not an emergency or crisis service. Messages may not be read or answered immediately.

RECORD RETENTION

Counselling records

Counselling records will normally be retained for seven years from the date of the final counselling session or other substantive professional contact.

The retention period supports:

- Professional accountability.
- Continuity and accurate administration.
- Responding to complaints or concerns.
- Professional indemnity insurance requirements.
- The establishment, exercise or defence of legal claims.

Records may be retained for longer where there is a specific legal, safeguarding, insurance or professional reason to do so.

At the end of the retention period, records will be securely destroyed or deleted unless there is an appropriate reason to retain them.

Couples counselling records

The seven-year retention period also applies to couples counselling records.

Ending the relationship, separating or withdrawing from couples counselling does not automatically result in the deletion of the record.

Neither partner may require Meadowbrook Counselling to transfer ownership or control of the couples record to them.

A request to delete or amend information within a couples record will be considered in light of:

- The requesting partner's rights.
- The other partner's rights.
- Whether the information can reasonably be separated.
- Professional and legal record-keeping requirements.
- Safeguarding and risk considerations.
- The need to establish, exercise or defend legal claims.

Enquiries that do not proceed

Where an enquiry does not lead to counselling, information will normally be deleted within 28 days of the last meaningful contact, unless there is an appropriate reason to retain it.

Financial records

Payment, invoice and accounting information may be retained for the period required by tax, accounting and financial legislation.

DATA SECURITY

Meadowbrook Counselling takes reasonable and proportionate measures to protect personal information against:

- Unauthorised access.
- Accidental loss.
- Inappropriate disclosure.
- Alteration.
- Destruction.

Digital records are stored in a secure encrypted folder on a password-protected laptop.

Paper records are stored in a locked filing cabinet within the counselling office.

Access to counselling records is restricted to the counsellor and, where strictly necessary, an authorised service provider subject to appropriate confidentiality and data-processing obligations.

Appropriate care will be taken when sending personal information by email or another electronic method. However, no method of electronic communication can be guaranteed to be completely secure.

You are encouraged to consider your own privacy when using shared devices, email accounts, telephone accounts or messaging services.

This may be particularly relevant during couples counselling where partners share devices, accounts or passwords.

THIRD-PARTY RECIPIENTS

Personal information will not be sold to another organisation.

Information will not be shared unless there is an appropriate lawful basis and a legitimate reason to do so.

Depending on the circumstances, information may be shared with:

- A clinical supervisor.
- Emergency services.
- Safeguarding authorities.
- A healthcare professional involved in your care.
- A solicitor or legal adviser.
- A professional indemnity insurer.
- A professional or regulatory body.
- A court, judge, coroner or another person with lawful authority.
- Accountants or financial professionals where necessary, although therapeutic information would not ordinarily be shared.
- Carefully selected technology, administration, hosting or storage providers processing information on behalf of Meadowbrook Counselling.

Where a third-party provider processes personal information on our behalf, we will take reasonable steps to ensure that:

- The provider is appropriate for the service required.
- Only necessary information is shared.
- The information is used only for the agreed purpose.
- Appropriate confidentiality, security and data-protection arrangements are in place.

Where you ask Meadowbrook Counselling to share information with another professional or organisation, the purpose and extent of the proposed disclosure will normally be discussed with you first.

INTERNATIONAL DATA TRANSFERS

Meadowbrook Counselling aims to use services that store and process personal information within the United Kingdom or another jurisdiction with appropriate data-protection safeguards.

Some technology or website service providers may process limited information outside the United Kingdom.

Where personal information is transferred internationally, reasonable steps will be taken to ensure that an appropriate legal transfer mechanism and safeguards are in place.

AUTOMATED DECISION-MAKING AND PROFILING

Meadowbrook Counselling does not use automated decision-making to determine whether counselling will be offered or to make therapeutic decisions about clients.

We do not use automated profiling that produces legal or similarly significant effects.

YOUR DATA-PROTECTION RIGHTS

Depending on the circumstances and the lawful basis being used, you may have the following rights.

The right to be informed

You have the right to be told how your personal information is collected and used. This Privacy Policy is part of how that information is provided.

The right of access

You may ask whether Meadowbrook Counselling holds personal information about you and request a copy of that information.

This is commonly called a subject access request.

The right to rectification

You may ask for inaccurate personal information to be corrected or incomplete information to be completed.

Therapeutic records may contain professional observations, impressions or accounts of what was discussed. A disagreement with a professional opinion or contemporaneous record does not necessarily mean that the record is factually inaccurate.

Where appropriate, a note may be added recording your disagreement or providing clarification.

The right to erasure

You may ask for your personal information to be deleted.

The right to erasure is not absolute. Information may need to be retained where it remains necessary for:

- The purpose for which it was collected.
- Compliance with a legal obligation.
- Safeguarding or professional accountability.
- Insurance requirements.
- The establishment, exercise or defence of legal claims.
- Another overriding legitimate interest.

The right to restrict processing

You may ask for the use of your personal information to be restricted in certain circumstances.

The right to object

You may object to processing based on legitimate interests.

Where an objection is made, we will consider whether there are compelling legitimate grounds to continue processing.

The right to data portability

Where applicable, you may have the right to receive certain information you provided in a structured, commonly used and machine-readable format.

This right only applies in particular circumstances and will not necessarily apply to therapeutic notes or other information created by the counsellor.

Rights relating to automated decisions

You have rights relating to certain forms of automated decision-making and profiling. Meadowbrook Counselling does not currently use this type of decision-making.

The right to withdraw consent

Where consent is relied upon, you may withdraw it at any time.

Withdrawal will not affect the lawfulness of processing that took place before consent was withdrawn.

ACCESS TO COUPLES COUNSELLING RECORDS

Each partner has the right to request access to their own personal information.

A couples counselling record is likely to contain information relating to:

- The requesting partner.
- The other partner.
- The relationship.
- Children, family members or other third parties.
- The counsellor's professional observations.

Some information may relate to more than one person at the same time.

A request by one partner does not automatically entitle that person to receive the full couples record, complete session notes or unredacted copies of all communications.

When responding to a request, Meadowbrook Counselling will consider:

- Which information is the requesting partner's personal data.
- Whether information also identifies or relates to another person.
- Whether information can reasonably be separated or redacted.
- Whether another person has consented to its disclosure.
- Whether it would be reasonable to disclose the information without that person's consent.
- The nature and sensitivity of the information.
- Any duty of confidentiality owed to the other person.
- Whether disclosure could create a risk of harm.
- Whether a legal exemption or restriction applies.

Depending on the circumstances, information may be:

- Provided in full.
- Provided with redactions.
- Provided as an intelligible summary or transcript of relevant personal information.
- Withheld where permitted or required by law.

The fact that the other partner does not consent will not always prevent a person from receiving their own personal information. Equally, attendance at couples counselling does not amount to consent for all information to be disclosed between the partners.

MAKING A DATA-PROTECTION REQUEST

A request relating to your personal information can be made verbally or in writing.

To help Meadowbrook Counselling identify and respond to the request, you are encouraged to contact:

emma@meadowbrookcounselling.co.uk

Please provide:

- Your name.
- Your contact details.
- A clear description of the information or action you are requesting.
- Relevant dates or types of records, where possible.

We may ask for reasonable evidence of identity where this is necessary to prevent information being disclosed to the wrong person.

Where a solicitor, family member or another representative makes a request on your behalf, we will normally require evidence that they are authorised to act for you.

Requests will normally be answered without undue delay and within the period required by data-protection law.

In most circumstances, no fee will be charged. A reasonable fee may be charged, or a request may be refused, where the law permits this, including where a request is manifestly unfounded or excessive.

If a request cannot be fulfilled in full, we will explain the decision and inform you of your right to complain to the Information Commissioner's Office.

ENDING COUNSELLING

When individual or couples counselling ends, the counselling record will ordinarily be retained for the period described in this policy.

For couples counselling:

- The work will normally end if either partner withdraws from counselling.
- Neither partner assumes ownership of the couples record.
- The record will not automatically be divided into two separate records.
- Neither partner may instruct Meadowbrook Counselling to disclose the complete record to them.
- Data-protection requests will continue to be considered separately for each partner.

If either partner later enquires about individual counselling, a new agreement and record would ordinarily be required.

Information from previous couples work would not automatically be copied into an individual counselling record. Meadowbrook Counselling would also need to consider whether offering individual counselling would create a conflict of interest, confidentiality difficulty or other ethical concern.

REPORTS, COURT PROCEEDINGS AND RELATIONSHIP DISPUTES

Counselling is provided for therapeutic purposes.

Meadowbrook Counselling does not ordinarily provide:

- Reports determining which partner is responsible for relationship difficulties.
- Opinions about child residence or contact arrangements.
- Assessments for family court proceedings.
- Statements supporting one partner's position in a relationship dispute.
- Mediation or legal advice.
- Copies of an entire couples record at the informal request of one partner or their representative.

Any request for information for legal proceedings will be considered in accordance with:

- Data-protection law.
- Confidentiality obligations.
- Professional ethics.
- The rights of both partners and any third parties.
- Any applicable court order or legal obligation.

Meadowbrook Counselling may seek advice from a clinical supervisor, professional body, indemnity insurer or legal adviser before responding.

COMPLAINTS ABOUT THE USE OF PERSONAL INFORMATION

If you have concerns about how your personal information has been handled, please contact Meadowbrook Counselling first:

Email: emma@meadowbrookcounselling.co.uk

Telephone: 07756 767055

Postal address: Meadowbrook Counselling, First Floor, Eastham Hall, 109 Eastham Village Road, Eastham, Wirral, CH62 0AF

We welcome the opportunity to respond to concerns and improve our data-protection procedures where appropriate.



You also have the right to complain to the Information Commissioner's Office, the UK regulator responsible for data protection.

Information about making a complaint is available through the Information Commissioner's Office website.

VISITORS TO THE MEADOWBROOK COUNSELLING WEBSITE

When someone visits meadowbrookcounselling.co.uk, information may be collected about use of the website.

Meadowbrook Counselling uses GoDaddy as its website hosting and website-building provider.

GoDaddy may collect standard internet log information and information about visitor behaviour patterns. This may include:

- The pages visited.
- The approximate time and date of a visit.
- Device or browser information.
- General information about how visitors use the website.

This information is used to understand how the website is being used, maintain its security and improve its performance and content.

Where website analytics are used, Meadowbrook Counselling does not use the information to identify counselling clients or visitors personally unless this is clearly stated and there is an appropriate lawful basis.

GoDaddy may process information in accordance with its own privacy arrangements.

WEBSITE ENQUIRY FORMS

If you complete an enquiry or contact form on the Meadowbrook Counselling website, the information you enter may be stored temporarily by the website host before being sent to Meadowbrook Counselling.

Please avoid including extensive, highly sensitive or urgent therapeutic information in a website enquiry form.

Website forms are not suitable for emergencies or crisis communication.

Information submitted through a website form will be handled in the same way as other initial enquiry information.

COOKIES

The Meadowbrook Counselling website may use cookies or similar technologies to:

- Enable the website to function correctly.
- Maintain security.
- Remember relevant choices.
- Understand general website use.
- Improve website performance.

Where legally required, non-essential cookies will not be used without an appropriate choice or consent mechanism.

Further information about the cookies used by GoDaddy is available through GoDaddy's cookie and privacy information.

LINKS TO OTHER WEBSITES

The Meadowbrook Counselling website may contain links to external websites.

Meadowbrook Counselling is not responsible for the privacy practices, security or content of websites operated by other organisations.

You should review the privacy information provided by an external website before submitting personal information to it.

CHANGES TO THIS PRIVACY POLICY

This Privacy Policy will be reviewed periodically and may be updated where:

- The services offered by Meadowbrook Counselling change.
- Data-protection law or regulatory guidance changes.
- New systems or service providers are introduced.
- Practice procedures change.
- A review identifies that clarification is required.

The current version will be made available through the Meadowbrook Counselling website or provided upon request.

Where a change has a significant effect on current clients, reasonable steps will be taken to bring it to their attention.

Effective date: 30 July 2026

Scheduled review date: 30 July 2027