

# Privacy Notice

My name is Rebecca Higham and I am a counsellor/therapist working in private practice as a sole trader.

**Practice name:** The Therapy Club

**Email:** becca@thetherapyclub.co.uk

I am registered with the Information Commissioner's Office (ICO).

**ICO registration number:** 00013107360

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## What information I collect

To provide counselling, I collect and store personal information about you. This may include:

- your name and contact details
- information you share with me during sessions
- brief session notes
- relevant health or wellbeing information

This information is classed as personal data and special category data under UK data protection law.

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## Why I collect this information

I collect this information in order to:

- provide counselling services
- maintain safe and appropriate professional records
- manage appointments and communication
- meet ethical and legal obligations

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## How your information is stored

Your information is stored securely:

- on password-protected and encrypted devices
- using secure systems
- paper records (if any) are kept in locked storage

I take reasonable steps to protect your confidentiality.

## Online and telephone counselling

For online or telephone sessions, I use secure platforms. While no online system can be guaranteed to be completely secure, I take reasonable precautions to protect your privacy.

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## How long I keep your information

In line with BACP and insurance guidance, I keep records for **7 years** after counselling ends.

After this time, records are securely deleted or destroyed.

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## Confidentiality and sharing information

Your information is kept confidential and is **not shared routinely**.

There are rare situations where I may need to share information:

- if there is a serious risk of harm to you or others
- if required by law
- with your GP or another professional, with your consent
- with my clinical supervisor (details are anonymised wherever possible)

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## Your rights

You have the right to:

- see the personal data I hold about you
- ask for corrections to be made
- request deletion of your data where appropriate
- raise concerns about how your data is handled

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## Concerns or complaints

If you have questions or concerns about how your information is handled, please contact me.

You can also contact the Information Commissioner's Office (ICO):  
[www.ico.org.uk](http://www.ico.org.uk)