🗝️ Your Privacy – At a Glance

**Thrive Counselling – Counselling Privacy Summary**

I take your privacy seriously. Here’s how your personal information is handled when you work with Thrive Counselling.

🔒 Confidentiality

* What you share in sessions stays between us.
* We will only break confidentiality if:
* You ask us to share information
* We believe you or someone else is at serious risk of harm
* The law requires it (e.g., terrorism, money laundering)
* A court orders us to
* If possible, we’ll always try to talk to you first before sharing anything.

📋 What We Collect

* Your name, contact details, and date of birth
* Relevant medical or GP details
* Brief session notes
* Payment records and admin info
* Emergency contact details

💡 Why We Need It

* To provide you with safe, effective counselling
* To arrange sessions and handle payments
* To meet our professional, ethical, and legal responsibilities

📁 How We Store It

* Paper notes are locked away securely
* Digital information is encrypted and password‑protected
* Records are kept for 7 years after our last session (unless the law says otherwise)

🤝 Who We Share It With

* Nobody, unless:
* You give consent
* We must share it by law or to protect you/others

🧾 Your Rights

Under UK data protection law, you can:

* See the information we hold about you
* Ask us to correct mistakes
* Ask us to delete your data (in certain situations)
* Withdraw consent if you’ve given it
* Complain to the ICO if you’re unhappy ([www.ico.org.uk](https://www.ico.org.uk/))

🌿 This is a summary.

For the full details, please read our full Privacy Policy, below.

**Privacy Policy**

Effective Date: 01/04/25 vFINAL

1. Introduction

Thrive Counselling (“we”, “our”, “us”) is committed to protecting your privacy and handling your personal information with transparency and respect. As a counselling practice based in the United Kingdom, we comply with:

• The UK General Data Protection Regulation (UK GDPR)

• The Data Protection Act 2018

• The Information Commissioner’s Office (ICO) requirements

• The British Association for Counselling and Psychotherapy (BACP) Ethical Framework

This policy explains how we collect, use, store, and protect your personal data, and your rights in relation to it.

2. The Personal Data We Collect

We may collect the following types of information:

• Identity data: name, date of birth, gender, contact details

• Health and wellbeing information: mental health history, GP details, relevant medical information

• Session notes: brief factual notes to support therapeutic work

• Administrative data: invoices, payment records, correspondence

• Emergency contact details

3. How and Why We Use Your Personal Data

We process your personal data for:

• Delivering counselling services

• Maintaining accurate records in line with BACP standards

• Managing appointments and billing

• Liaising with other professionals (with your explicit consent, unless required by law)

• Meeting our legal obligations (e.g., safeguarding concerns)

• Improving the quality and effectiveness of our services

Our lawful bases for processing are:

• Contract – to deliver the agreed counselling service

• Legal obligation – compliance with UK law (e.g., record-keeping, safeguarding)

• Vital interests – to protect you or others from serious harm

• Consent – for specific purposes where you have agreed

• Legitimate interests – limited use for the smooth operation of our services

4. Confidentiality in Counselling

Everything shared in counselling sessions is kept confidential, in line with the BACP Ethical Framework, except in circumstances where:

• You provide consent to share information with a third party

• There is a risk of serious harm to yourself or others

• There is a legal requirement to disclose information (e.g., terrorism, money laundering, drug trafficking)

• A court order requires disclosure

5. Data Storage and Security

• Paper notes are stored in a locked filing cabinet accessible only to your counsellor

• Digital records are stored on password‑protected, encrypted devices or secure cloud services

• We retain your counselling records for 7 years after our last contact, unless a different period is legally required

6. Sharing Your Data

We do not sell or rent your information. We may share data with:

• Your GP or other professionals only with your consent or if legally required

• Legal bodies, insurers, or regulators if lawfully obliged

7. Your Data Protection Rights

Under the UK GDPR, you have the right to:

• Access your personal data

• Rectify inaccuracies

• Request erasure (where applicable)

• Restrict or object to processing

• Data portability

• Withdraw consent (where processing is based on consent)

• Lodge a complaint with the ICO: www.ico.org.uk

8. Cookies and Website Privacy

If our website uses cookies, these will be explained in a separate cookie policy, with an option to manage preferences.

9. Contact Us

For questions or to exercise your rights, please contact:

Data Controller: Andrew Regan

Email: info@thrivecounsellingcentre.com

Address: 71-75 Shelton Street, London, WC2H 8JQ

10. Policy Review

We review this Privacy Policy annually or when legal, ethical, or operational changes require it.