## 1. Introduction

A & B Counselling is committed to protecting your privacy and complying with the UK General Data Protection Regulation (UK GDPR). This policy outlines how your personal information is collected, stored, and used in line with our ethical and legal responsibilities.

## 2. Information We Collect

We collect personal data such as your name, contact information, age, session notes, and relevant background information to support your counselling process. We also collect basic data through our website for contact or subscription/payment services.

## 3. Purpose of Data Collection

Personal data is used to provide safe, effective, and ethical counselling services; to communicate with you; and to meet legal obligations.

## 4. Lawful Basis for Processing

We process data under the lawful bases of ‘consent’, ‘legitimate interest’, and ‘legal obligation’ under GDPR.

## 5. Data Storage and Security

Client information is stored securely using encrypted digital systems. Only authorised personnel have access. We retain session records for up to 7 years (or as required by law).

## 6. Sharing of Information

We do not share your personal information with third parties unless required by law (e.g. safeguarding, court orders). We will not share data for marketing purposes.

## 7. Your Rights

You have the right to access, correct, or delete your data; to restrict or object to processing; and to data portability. Please contact us to exercise these rights.

## 8. Contact and Complaints

If you have any concerns about your data or this policy, please contact A & B Counselling. You may also lodge a complaint with the Information Commissioner’s Office (ICO). A & B Counselling is registered with the Information Commissioner's Office (ICO) for data protection compliance. The practice also holds valid Professional Indemnity and Public Liability Insurance for private counselling services.