

Privacy Notice

I am registered with the Information Commissioner's Office (ICO) for the purposes of data protection and I am committed to protecting your personal information.

What This Notice Covers

This privacy notice explains how I collect, use, and store your personal data when you visit my website or contact me about counselling services. It also explains your rights under the UK General Data Protection Regulation (UK GDPR).

What Information I Collect

When you use this website or contact me directly, I may collect the following personal data:

- Name and contact details (email address, phone number)
- Information you provide via email, contact forms, or during introductory calls
- Technical data such as your IP address (via basic website analytics)

If you become a client, I may collect additional sensitive data (special category data) as part of your counselling process. This includes personal history, mental health details, and session notes.

Lawful Basis for Processing

I collect and process your data under the following lawful bases:

- **Legitimate interest** – to respond to your enquiries and manage the counselling process
 - **Contract** – to provide counselling services to you
 - **Consent** – where you explicitly agree to me storing and using your data
 - **Vital interests / Legal obligation** – in rare cases involving safeguarding or legal reporting requirements
 - **Special category data** is processed under Article 9(2)(h) of the UK GDPR (health and social care)
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How I Use Your Data

Your personal information is used only to:

- Respond to your enquiries
- Arrange appointments
- Deliver counselling services
- Keep brief, confidential records as part of safe practice
- Fulfil legal or ethical obligations (e.g. safeguarding)

I do **not** use your information for marketing or share it with third parties for commercial purposes.

How Your Data Is Stored

- Paper records are securely stored in a locked filing cabinet.
- Digital records are stored on encrypted, password-protected devices.
- Emails and messages are stored securely and only accessed by me.

Only I can access your stored data. Your information is never sold or shared for marketing purposes.

How Long I Keep Your Data

I retain client records for **up to 7 years** after the end of therapy, in line with professional guidelines and insurance requirements. After this, your data will be securely destroyed.

Your Rights

Under UK GDPR, you have the right to:

- Access your data
- Correct any inaccuracies
- Object to or restrict processing
- Lodge a complaint with the ICO

To exercise your rights, contact me at busymindstherapy@gmail.com.

Cookies and Analytics

This website may use basic cookies or analytics tools to track anonymous usage patterns (e.g. which pages are visited). These do not identify individual users and are used only to improve the website's functionality.



Clinical Executor

In the event of my death or sudden incapacity, a clinical executor (a qualified counselling professional) may access your contact information to notify you and assist with the ethical closure of our work. They are also bound by GDPR and confidentiality standards.

Questions or Concerns

If you have any questions about this notice or how your data is used, please contact me directly at busymindstherapy@gmail.com.

If you have concerns about how your data has been handled, you have the right to raise a complaint with the **Information Commissioner's Office (ICO)**: www.ico.org.uk