PRIVACY POLICY

Gail Ann Counselling

Effective Date: 19 June 2026

Introduction

Gail Ann Counselling is committed to protecting your privacy and handling your personal information openly and transparently.

This Privacy Policy explains how I collect, use, store and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Data (Use and Access) Act 2025 and other applicable UK data protection legislation.

By contacting or engaging with Gail Ann Counselling, you acknowledge that your personal information may be processed as described in this Privacy Policy.

Data Controller

The Data Controller responsible for your personal information is:

Gail Ann Counselling
Manor Offices
10 Turf Street
Bodmin
Cornwall
PL31 2DH

Email: gail@gailanncounselling.co.uk

Website: https://www.gailanncounselling.co.uk/

Professional Membership

I am a member of the National Counselling and Psychotherapy Society (NCPS) and work in accordance with its Ethical Framework, professional standards and requirements relating to confidentiality and record keeping.

Information I Collect

I may collect and process the following personal information:

- Name
- Postal address
- Telephone number
- Email address
- Emergency contact details (where provided)
- Information relating to your counselling enquiry

- Counselling session records and notes
- Health information, medication details and relevant medical history where you choose to disclose this information
- Any other information voluntarily provided during counselling sessions or communications

Some of this information, particularly health-related information, is classified as Special Category Data and receives additional protection under UK data protection law.

How Information Is Collected

Information may be collected when:

- You contact me by telephone, email, website contact form or other means
- You enquire about counselling services
- You attend counselling sessions
- You provide information during therapy
- You complete forms relevant to counselling services

Why I Process Your Information

I process personal information for the following purposes:

- To respond to enquiries
- To assess whether counselling services are appropriate
- To provide counselling services
- To maintain professional counselling records
- To manage appointments and communications
- To comply with legal, safeguarding, insurance and professional obligations
- To establish, exercise or defend legal claims where necessary

Lawful Basis for Processing

The lawful bases relied upon may include:

- Performance of a contract
- Legitimate interests in operating a professional counselling practice
- Compliance with legal obligations
- Explicit consent where required
- Provision of health-related support and counselling services

Where Special Category Data is processed, an additional lawful condition under UK data protection law will apply.

Confidentiality

Information shared during counselling is treated as confidential and handled with care and respect.

However, confidentiality may be broken where:

- There is a serious risk of harm to you or another person
- There are safeguarding concerns involving a child or vulnerable adult
- Disclosure is required by law or court order
- Professional, ethical or regulatory requirements require disclosure

Where appropriate and safe to do so, I will endeavour to discuss any disclosure with you beforehand.

Supervision

As part of ethical and professional practice, I engage in regular clinical supervision.

Information discussed during supervision is anonymised wherever possible and shared only to support safe, effective and ethical counselling practice.

Storage and Security

Personal information is stored securely using appropriate technical and organisational measures designed to prevent unauthorised access, loss, misuse, alteration or disclosure.

Electronic records are protected through password security and other appropriate safeguards.

Any paper records are stored securely and accessible only to me.

Retention of Records

In accordance with professional, legal and insurance requirements, counselling records are normally retained for **seven (7) years** following the end of counselling services.

After this period, records will be securely destroyed unless there is a legitimate legal, safeguarding or regulatory reason requiring longer retention.

Sharing Information

Your personal information will never be sold or shared for marketing purposes.

Information may be shared where necessary with:

- Professional supervisors (using anonymised information wherever possible)
- Professional indemnity insurers
- Legal, regulatory or safeguarding authorities where required
- Emergency services where necessary to protect life or safety

Any disclosure will be limited to what is necessary for the relevant purpose.

International Transfers

Personal information is generally stored and processed within the United Kingdom.

Where service providers process information outside the UK, appropriate safeguards will be implemented in accordance with UK data protection law.

Website Cookies

The Gail Ann Counselling website is hosted through IONOS and may use essential cookies necessary for website functionality, security and performance.

Where non-essential cookies or analytics technologies are used, visitors will be provided with appropriate information and choices through the website's cookie settings or cookie banner.

You may also manage cookies through your web browser settings.

Your Rights

Under UK data protection law, you have the right to:

- Request access to your personal information
- Request correction of inaccurate or incomplete information
- Request deletion of personal information in certain circumstances
- Request restriction of processing in certain circumstances
- Object to certain types of processing
- Request transfer of your information where applicable
- Withdraw consent where processing relies on consent

These rights are subject to legal limitations and exemptions.

Complaints

If you have concerns about how your personal information has been collected, used or handled, please contact me in the first instance so that I can investigate and attempt to resolve the matter. You have the right to make a data protection complaint if you believe your personal information has been handled in a way that does not comply with data protection law.

Data protection complaints may be submitted:

• By email to **gail@gailanncounselling.co.uk**

• Through the contact form on my website at **www.gailanncounselling.co.uk**

• By writing to:

Gail Ann Counselling
Manor Offices
10 Turf Street
Bodmin
Cornwall
PL31 2DH

Please provide sufficient information about your concern to enable me to investigate the matter.

I will acknowledge receipt of your complaint within 30 days of receiving it and will investigate and respond without undue delay. Where additional time is required due to the complexity of the matter, I will keep you informed of progress and provide an updated timescale. If you remain dissatisfied with my response, or believe your personal data has not been handled in accordance with applicable data protection law, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office (ICO)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.ico.org.uk

Changes to This Privacy Policy

This Privacy Policy may be amended from time to time to reflect legal, regulatory or operational changes.

The latest version will always be published on the Gail Ann Counselling website.

Contact

For questions regarding this Privacy Policy or your personal information, please contact:

Email: gail@gailanncounselling.co.uk

Gail Ann Counselling
Manor Offices
10 Turf Street
Bodmin
Cornwall
PL31 2DH

Website: https://www.gailanncounselling.co.uk/

By submitting this form, you consent to Gail Ann Counselling using the information provided to respond to your enquiry in accordance with the Privacy Policy.