

Privacy Policy

Introduction

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for.
- Whether you have to provide it to me.
- How long I store it for.
- Whether there are other recipients of your personal Information.
- Whether I intend to transfer it to another country.
- Whether I do automated decision-making or profiling, and
- Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via goodjourneycounselling@gmail.com

‘Data controller’ is the term used to describe the person/organisation that collects and stores and has responsibility for people’s personal data. In this instance, the data controller is me.

I am registered with the Information Commissioner’s Office
Membership No: ZB746298.

My phone number is: 07459 240165

My email address is: goodjourneycounselling@gmail.com

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.

If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

How I use your information

Initial contact

When you contact me with an enquiry about my counselling services I will collect information to help me satisfy your

enquiry. This will include your name, telephone number, email address and your presenting issues that have been discussed at this point.

Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf.

If you decide not to proceed, I will ensure all your personal data is deleted within 24 hours of your request. If you would like me to delete this information sooner, just let me know.

While you are accessing counselling

Rest assured that everything you discuss with me is confidential.

That confidentiality will only be broken if I believe you are of serious risk to yourself or others. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely on my password protected laptop and are not shared with any third party.

I will keep written notes of each session; these are kept on my password protected laptop.

After counselling has ended

Once counselling has ended your records will be kept for 7 years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please contact me to discuss this.

Third party recipients of personal data

I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out specific tasks. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

Your rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you I will:

- give you a description of it and where it came from.
- tell you why I am holding it, tell you how long I will store your data and how I made this decision.
- tell you who it could be disclosed to.
- let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you.

To make a request for any personal information I may hold

about you, please put the request in writing addressing it to info@goodjourneycounselling.co.uk

How To Complain

If you have a complaint about how I handle your personal data, I ask that you contact me first so that I can try to resolve it for you.

You can submit a data protection complaint by emailing me at info@goodjourneycounselling.co.uk

I will acknowledge your complaint within 30 days of receiving it.

I will investigate your complaint without undue delay, keep you informed of progress, and communicate the outcome to you clearly with sufficient detail for you to understand how I reached my conclusion.

If you are within the UK and are not satisfied with my response, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

Data security

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. I use a password protected laptop and smart mobile phone device.

Visitors to my website

When someone visits my website, I use a third-party service, WebHealer to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things

such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone.

I do not make, and do not allow WebHealer to make, any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

I use Google Analytics so that I can continually improve my service to you. You can read Google Analytics privacy notice here <https://policies.google.com/privacy>

I use WebHealer as the content management system for our website - find out about WebHealer and data protection.

<https://www.webhealer.net/privacy-policy/>

Like most websites we use cookies to help the site work more efficiently - find out about our use of cookies:

<https://www.webhealer.net/privacy-policy/>

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

Review

I will review this policy on a regular basis.

Last date of review 18/06/2026.

