



BOURNE TO THRIVE
Counselling

Privacy Notice & Data Protection

As part of my counselling practice, I act as the Data Controller for the personal information you provide and am registered with the ICO (Information Commissioners Office).

If you have any questions about this Privacy Notice or the way your personal information is processed, please contact me at bournetothriveinfo@gmail.com.

1. What Information I Collect

To provide counselling services, I may collect:

- Your name, address, date of birth, email address, and telephone number.
- Emergency contact and GP details.
- Information relevant to your counselling, including brief session notes.
- Appointment and payment information.

2. Why I Collect Your Information

I use your information to:

- Provide counselling services.
- Manage appointments and communications.
- Maintain appropriate clinical records.
- Meet professional, legal, and insurance requirements.

3. Confidentiality

Everything you share in counselling is treated as confidential. Information will only be shared if:

- You have given your consent.
- I am legally required to do so.
- There is a serious risk of harm to you or others.
- There are safeguarding concerns involving a child or vulnerable adult.

As part of my professional practice, I undertake clinical supervision. Any information discussed with my supervisor is anonymised wherever possible and remains confidential.

4. How Your Information Is Stored

Your information is stored securely, whether in electronic or paper form, and access is restricted to me.

Records are normally retained for seven years after counselling ends, after which they are securely destroyed.

5. Your Rights

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

- Request access to the information I hold about you.
- Request corrections to inaccurate information.
- Request deletion or restriction of your information where applicable.
- Object to certain types of processing.

6. Complaints

If you have concerns about how your personal information has been handled, you have the right to raise a complaint. To do this please contact me in the first instance via: bournetothriveinfo@gmail.com.

I will acknowledge receipt of your complaint within 30 days and where possible, will also aim to review and investigate the complaint and provide a response within the same 30-day period.

If you remain dissatisfied after receiving my response, you have the right to raise your concerns with the [Information Commissioner's Office](#) (ICO).