PRIVACY POLICY

NORTH SPACE COUNSELLING

PRIVACY NOTICE: NORTH SPACE COUNSELLING

DATA CONTROLLER: GEORGINA WALTERS MBACP
EMAIL: GEORGIE@NORTHSPACECOUNSELLING.CO.UK
MOBILE: 07552654997

YOUR PRIVACY

Your privacy is important to me. This Privacy Notice explains how I collect, use, store and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

WHAT INFORMATION I COLLECT

I may collect personal information including:

- Your name, address, telephone number and email address
- Date of birth
- Emergency contact details
- GP details
- Information you choose to share during counselling
- Brief counselling notes
- Payment information relating to your appointments

WHY I COLLECT YOUR INFORMATION

- I collect your information to:
- Provide counselling safely and effectively.
- Contact you regarding appointments.
- Maintain professional records.
- Meet my legal, ethical and insurance obligations.
- Manage payments and administration.

LAWFUL BASIS FOR PROCESSING

Under UK GDPR, I process your personal information because:

- It is necessary for the performance of a contract between us.
- It is necessary for compliance with legal obligations.
- It is necessary for the provision of healthcare services.
- It is necessary for my legitimate interests in providing safe and ethical counselling.

Where special category data (such as information about your health) is processed, this is done in accordance with Article 9 UK GDPR.

CONFIDENTIALITY

Everything discussed within counselling is treated as confidential.
Confidentiality may only be broken where:

- There is a serious risk of harm to yourself or another person.
- A child or vulnerable adult is at risk.
- I am required to disclose information by law or court order.
- Information relates to terrorism, money laundering or serious criminal activity.

Where possible, I will always discuss this with you first.

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HOW YOUR INFORMATION IS STORED

- Your information is stored securely.
- Paper records are kept in a locked cabinet.
- Electronic records are password protected and accessible only by me.
- I take appropriate steps to protect your personal information against unauthorised access, loss or misuse.

HOW LONG I KEEP YOUR INFORMATION

Counselling records are retained for 7 years after counselling ends. After this period they are securely destroyed.
Financial records are retained in accordance with HMRC requirements.

WHO I SHARE INFORMATION WITH

Your information will not be shared without your knowledge unless I am legally or ethically required to do so.
I may discuss aspects of my work anonymously with my clinical supervisor. No identifying information is shared.

YOUR RIGHTS

Under UK GDPR you have the right to:

- Be informed about how your information is used.
- Request access to your personal information.
- Request correction of inaccurate information.
- Request restriction of processing in certain circumstances.
- Object to certain types of processing where applicable.
- Make a complaint if you believe your information has been handled incorrectly.

Please note that counselling records may contain information relating to other individuals or professional observations, meaning access rights may occasionally be limited in accordance with UK GDPR.

QUESTIONS OR COMPLAINTS

If you have any questions about how your personal information is handled, please contact me using the details above.
If you remain unhappy, you have the right to complain to the Information Commissioners Office (ICO):
www.ico.org.uk
Telephone: 0303 123 1113

PRIVACY NOTICE VERSION: 1.0
EFFECTIVE DATE: 14/10/2026
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