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## Privacy notice

This privacy notice tells you what to expect us to do with your personal information.

## Contact details

### Telephone: 07413 016134

### Email: teresagibsoncounselling@gmail.com

## What information we collect, use, and why

We collect or use the following information to **provide a counselling service**:

* Names and contact details
* Addresses
* Date of birth
* Payment details (including card or bank information for transfers and direct debits)
* Health information (including dietary requirements, allergies and health conditions)
* Health and safety information
* Website user information (including user journeys and cookie tracking)
* Information relating to compliments or complaints

We also collect or use the following information to **provide a counselling service**:

* Racial or ethnic origin
* Religious or philosophical beliefs
* Health information
* Sexual orientation information

We collect or use the following information to **prevent crime, prosecute offenders, or defend against legal action**:

* Names and contact information

We also collect or use the following information to **prevent crime, prosecute offenders, or defend against legal action**:

* Racial or ethnic origin
* Religious or philosophical beliefs
* Health information
* Sexual orientation information

We collect or use the following information to **comply with legal requirements**:

* Name
* Contact information
* Financial transaction information
* Health and safety information

## Lawful bases

Our lawful bases for collecting or using personal information to **provide a counselling service** are:

* Consent
* Contract
* Legal obligation
* Vital interests

Our lawful bases for collecting or using personal information to **prevent crime, prosecute offenders or defend against legal action** are:

* Consent
* Contract
* Legal obligation
* Vital interests

Our lawful bases for collecting or using personal information for **legal requirements** are:

* Consent
* Contract
* Legal obligation
* Vital interests

## Where we get personal information from

* People directly
* Schools, colleges, universities or other education organisations
* Third parties:
* GPs, Social Workers, Early Help Workers, Support Workers

## How long we keep information

Your personal data is only kept for the period necessary to fulfil any legal or accounting requirements. Basic contact information and financial data will be erased after seven years of the contract ending between client and counselling provider.

## Who we share information with

### Others we share personal information with

* Organisations we need to share information with for safeguarding reasons
* Emergency services (where necessary)
* Other relevant third parties:
  + Supervisor
  + GP
  + Next of kin/emergency contact

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don’t usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### *How to complain*

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

## Last updated – 13 May 2025