

Counselling Sessions Privacy Policy

This Privacy Policy outlines how we collect, use, store, and protect your personal information when you interact with our services. We are committed to ensuring that your personal information remains confidential and is used in accordance with applicable privacy laws. Please read this policy carefully to understand our practices regarding your personal information.

1. Information We Collect:

We may collect the following types of personal information when you use our services:

- Contact information: such as your name, email address, phone number and postal address.
- Personal details: such as your age, gender, occupation, and marital status.
- Health and medical information: such as details about your physical and mental health conditions, medications, and treatment history, which are relevant to the counselling services.
- Communication information: including records of your correspondence with us, such as emails, messages, or phone calls.
- Payment information: if you make a payment for our services, we may collect payment details, such as credit card information or other payment methods.

2. How We Use Your Information:

We use the collected information for the following purposes:

- To provide counselling services: We use your personal information to assess your needs and provide counselling and therapy services tailored to your requirements.
- Internal record keeping: We maintain a record of your personal information for administrative and accounting purposes.
- Communication: We may use your contact information to respond to your inquiries, provide information about our services, or send appointment reminders.
- Legal obligations: We will only use your personal information for the purposes for which it was obtained in the first place. We won't share it with any third parties and you won't receive any communications from other organisations.
- All therapists working in association with us follow the British Association Counselling Psychotherapy (BACP) code of ethics.
- Your discussions with your therapist and any notes they write, are confidential and will not be disclosed to any other person without your consent. Therapists are required by their profession to have regular sessions with a supervisor, where they may discuss aspects of your therapy. Your identity will never be revealed during these sessions.
- Legal obligations: In certain circumstances, we may need to process your personal information to comply with legal or regulatory requirements. For example: if your therapist is required to disclose information by a court of law, or in order to protect you or another person from significant harm.

3. Information Security:

We are committed to ensuring the security and confidentiality of your personal information. We implement appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect. However, please note that no data transmission over the internet or electronic storage system can be guaranteed as completely secure.

4. Sharing Your Information:

We respect the privacy of your personal information and do not sell, trade, or rent it to third parties. However, we may share your information in the following circumstances:

- With your consent: We may disclose your information to third parties if you provide your explicit consent for a specific purpose.
- Service providers: We may engage third-party service providers who assist us in delivering our services, such as appointment scheduling or payment processing. These providers have access to personal information solely for performing their functions and are obligated to maintain its confidentiality.
- Legal requirements: We may disclose your personal information if required by law or to protect our legal rights, enforce our Terms and Conditions, or comply with a judicial proceeding or court order.

5. Data Retention:

We will retain your personal information for as long as necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

6. Your Rights:

You have certain rights concerning your personal information, including the right to access, correct, or delete your information. If you wish to exercise these rights or have any questions about the processing of your personal information, please contact us using the details provided below.

7. Changes to the Privacy Policy:

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable laws. We encourage you to review this policy periodically for any updates.

8. Contact Us:

If you have any questions or concerns about this Privacy Policy or our practices, please contact us at:

sian@theglobaltherapygroup.com