



## **Privacy Policy**

### 1. Introduction

**Michelle Jean Counselling** is committed to protecting and respecting your privacy. This Privacy Policy explains how I, as a sole trader, collect, use, and safeguard the personal data you provide during your interactions with my counselling practice.

### 2. Data Controller

The data controller is **Michelle Cage**, trading as **Michelle Jean Counselling**, operating as a sole trader in the United Kingdom. You can contact me at:

- Address: 46 Lancaster Close, Hamstreet, Ashford. Kent. TN26 2JG
- Email: [contact@michellejeancounselling.com](mailto:contact@michellejeancounselling.com)
- Phone: 07802735104

### 3. Data Collection

I collect personal information necessary to provide counselling services. The data I may collect includes:

- Name
- Contact details (email address, phone number, home address)
- Date of birth

- GP or healthcare provider details
- Emergency contact
- Health information relevant to your counselling (e.g., mental health history, medication, medical conditions)

#### 4. Purpose of Data Collection

Your personal data is collected to:

- Provide counselling services
- Contact you regarding appointments and session updates
- Ensure your safety and comply with ethical and legal obligations
- Process payments and maintain financial records
- Comply with professional standards and insurance requirements

#### 5. Legal Basis for Processing

I process your data based on the following legal grounds:

- Contract: To deliver the counselling services as agreed with you.
- Consent: Where specific consent is required (e.g., sharing information with other professionals).
- Legal Obligation: For compliance with UK laws, such as tax and safeguarding requirements.
- Legitimate Interests: For the functioning of my practice, including maintaining client records and ensuring the quality of care.

#### 6. Confidentiality and Data Sharing

Your personal information is confidential. I will not share your data with third parties unless:

- You provide explicit consent.

- There is a legal requirement (e.g., safeguarding or risk of harm).
- I am under a professional duty to disclose information (e.g., to my supervisor or insurance provider).

## 7. Data Retention

I retain your data for as long as is necessary to fulfil the purposes for which it was collected and to comply with legal and regulatory obligations. Typically, I retain client records for seven years after the end of our counselling relationship, as required by professional standards.

## 8. Data Security

I take appropriate measures to ensure that your personal data is kept secure. This includes using encrypted devices, secure file storage, and regular reviews of data security protocols. I utilise a practice management software system, WriteUpp, which securely stores data and has two-factor-authentication installed.

## 9. Your Rights

You have the following rights regarding your personal data:

- Access: You can request access to the personal data I hold about you.
- Rectification: You can ask me to correct any inaccurate or incomplete data.
- Erasure: You can request the deletion of your personal data in certain circumstances.
- Restriction: You can ask me to restrict how I process your data.
- Data Portability: You can request a copy of your personal data in a portable format.

- Objection: You can object to the processing of your data under certain conditions.

To exercise any of these rights, please contact me using the details provided in section 2.

## 10. Changes to This Privacy Policy

I may update this Privacy Policy from time to time to reflect changes in legal or regulatory obligations. Any changes will be communicated to you via email or posted on my website.

## 11. Complaints

If you have any concerns about how I handle your data, you can contact me directly. If you are not satisfied with my response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- Website: <https://www.ico.org.uk>

- Phone: 0303 123 1113