

Privacy Policy

Biographical Arts Counselling

Lisa Harbour

Your Privacy I am committed to protecting and respecting your personal information in line with the General Data Protection Regulation (GDPR).

This policy explains what information I collect, why I collect it, how it is used, and your rights in relation to your data.

What is Personal Information? Personal information is any data that can identify you. This may include:

- Your name
- Address
- Phone number
- Email address

Why I Collect Your Information Your information helps me to:

- Respond to your enquiry
- Assess whether counselling is suitable for you
- Provide safe and effective support
- Meet my professional and legal responsibilities

How Your Information Is Collected I may collect your information when you:

- Contact me by email or phone
- Attend counselling sessions (in person or online)

How Your Information Is Stored Your information is stored securely and treated with care.

- Digital records are kept on password-protected devices
- Files are further protected and only accessible by me
- Paper records are stored in locked storage
- Your identifying details are kept separate where possible

What Information May Be Collected

When you first get in touch:

- Name and contact details

If you begin counselling:

- Address and age
- Information about your wellbeing and what brings you to counselling
- Your goals for therapy
- GP and emergency contact details

How Long Your Information Is Kept

- If you do not proceed with counselling, your data will be deleted within 3 months
- After counselling ends, your records are kept for 3 years, then securely destroyed

If you would like your information deleted sooner, you can request this in writing.

Special Category Data Some information shared in counselling (such as mental health information) is considered sensitive under GDPR.

This is only processed with your consent and is handled with additional care and protection.

Legal Basis for Holding Your Data Your information is processed under the following lawful bases:

- Contract – to provide counselling services
- Legitimate interest – to retain records after therapy ends if needed
- Consent – for sensitive (special category) data

Who Your Information May Be Shared With Your information is kept confidential and will not be shared without your knowledge and consent.

Exceptions may include:

- Legal requirements
- Safeguarding concerns
- Risk of serious harm to you or others

In such cases, I may consult with my clinical supervisor or contact your GP or another relevant professional. Wherever possible, I will aim to discuss this with you first.

Third-Party Services Some limited data, such as website use or payments, may be handled by third-party providers, such as a website host or payment processor. These providers have their own privacy policies.

Communication Records Emails, messages, or call details are not kept for longer than necessary and are usually deleted within 3 months after counselling ends.

Relevant information may be securely recorded as part of your client notes where appropriate.

Your Rights You have the right to:

- Request a copy of your data
- Correct inaccurate information
- Request deletion of your data
- Restrict how your data is used
- Object to the use of your data in certain situations

More information is available at ico.org.uk/your-data-matters.

To make a request, please email me at lisa_harbour@icloud.com.

Concerns or Complaints If you have any concerns about how your data is handled, please contact me in the first instance.

If you are not satisfied, you can contact the Information Commissioner's Office (ICO):

- Phone: 0303 123 1113
- Website: ico.org.uk/concerns