



FORRESTALL COUNSELLING

Person-centred Counselling

Privacy Policy for Forrestall Counselling

Effective Date: 01/09/2024

Forrestall Counselling is committed to protecting the privacy and security of your personal information. This privacy policy describes how we collect, use, and handle your personal data when you use our counselling services, visit our website www.forrestallcounselling.co.uk, or interact with us. We comply with the General Data Protection Regulation (GDPR) and follow best practices as recommended by the British Association for Counselling and Psychotherapy (BACP).

1. Who We Are

Forrestall Counselling provides professional counselling services and is located at Winchester House, Carlton Place, Southampton and Online.

2. Personal Data We Collect

We may collect and process the following types of personal data:

- **Contact Information:** Name, address, email address, telephone number.
- **Health Information:** Details related to your mental and physical health gathered through counselling sessions.
- **Billing Information:** Payment details necessary for processing fees.
- **Appointment Data:** Dates and times of scheduled counselling sessions.
- **Session Notes:** Notes and records produced during your sessions in accordance with BACP guidelines.

3. How We Collect Your Data

Your personal data is collected through:

- **Direct Interactions:** When you inquire about our services, register as a client, attend counselling sessions, or communicate with us directly.
- **Indirectly:** Through our website technologies, such as cookies, if you consent to their use.

4. Use of Your Personal Data

We use your personal data for the following purposes:

- **Provision of Counselling Services:** To schedule, manage, and provide counselling sessions.
- **Compliance with BACP Ethical Framework:** To ensure that we meet the professional and ethical standards as set out by the BACP.
- **Billing and Payments:** To process fees associated with our services.
- **To Improve Our Services:** For internal training, supervision, and ensuring the quality of our counselling services.



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5. Legal Basis for Processing

We process your personal data on the following legal bases:

- **Consent:** Specifically for processing health-related data and other sensitive information.
- **Contractual Necessity:** To perform the counselling contract we have entered into with you.
- **Legal Obligations:** To fulfill our legal requirements.
- **Legitimate Interests:** To effectively operate and manage our counselling services.

6. Sharing Your Personal Data

We do not share your personal information with third parties except:

- **With Your Consent:** Specific cases where you have granted permission.
- **For Legal Reasons:** When required by law or to protect our legal rights.
- **Professional Consultation:** As needed, under confidentiality, with supervisors or consultants in line with BACP guidelines.

7. Data Security and Retention

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure, or destruction of data. We retain your personal data only for as long as is necessary for the purposes set out in this policy and in compliance with our obligations under the GDPR and BACP standards.

8. Your Rights

Under the GDPR, you have rights including:

- **Access:** To your personal data.
- **Correction:** To rectify data if inaccurate or incomplete.
- **Erasure:** To request the deletion of your data.
- **Restrict:** Processing of your personal data.
- **Data Portability:** To receive your data in a portable format.
- **Object:** To processing based on legitimate interests.

9. Changes to This Policy

We may update this Privacy Policy periodically and would encourage you to review it regularly. Changes will be posted on our website and are effective when published.

10. Contact Us

If you have any questions about this Privacy Policy or our treatment of your personal data, please write to us by email at

nikki@forrestallcounselling.co.uk