



WELLS COUNSELLING

Privacy Notice

Wells Counselling

Counsellor: Jenny Wells

Email: jennywellscounselling@gmail.com

Website: wellscounselling.net

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This Privacy Notice explains how Wells Counselling collects, uses, stores and protects your personal information when you make an enquiry or receive counselling. It should be read alongside the Wells Counselling Counselling Agreement.

1. Who is responsible for your information

Jenny Wells, trading as Wells Counselling, is responsible for the personal information described in this notice.

If you have any questions about how your information is used, or wish to exercise your data protection rights, please contact me at jennywellscounselling@gmail.com.

2. Information I may collect

I only collect information that is relevant to providing and administering counselling. This may include your name and contact details; date of birth; GP details; an emergency contact telephone number; appointment and payment information; information you provide when making an enquiry; and information discussed or recorded as part of counselling.

Counselling records may contain information about your physical or mental health and may also contain other sensitive information that you choose to share during counselling. This can include information classed as special category personal data under UK data protection law.

3. Why I use your information

I use personal information to respond to enquiries, assess whether I can offer an appropriate counselling service, arrange and manage appointments, provide counselling, maintain appropriate counselling records, communicate with you about practical matters, receive and record payments, meet professional and ethical responsibilities, manage safeguarding or serious-risk concerns, and comply with legal or regulatory obligations where applicable.

4. Lawful basis for processing

Under UK data protection law, I must have a lawful basis for using personal information. Depending on the purpose, I may rely on performance of a contract (or steps taken at your request before entering into a contract), legitimate interests in operating a safe and effective counselling practice, compliance with a legal obligation, or vital interests in an emergency.

Counselling may involve special category data, including information about physical or mental health. Where special category data is processed, I will also rely on an appropriate condition under Article 9 of the UK GDPR and the Data Protection Act 2018. The condition used will depend on the circumstances and purpose of the processing. Where required, I will document the relevant condition and safeguards.



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5. Confidentiality and sharing information

What you discuss in counselling will normally remain confidential. I discuss my counselling work in regular clinical supervision in accordance with professional requirements. Where possible, identifying information will not be used.

There are circumstances in which information may need to be shared without your consent, including where I believe there is a serious risk of harm to you or another person, where there are safeguarding concerns, or where disclosure is required by law. Wherever possible and appropriate, I will discuss a proposed disclosure with you beforehand.

Where disclosure is necessary, I will aim to share only information that is relevant and necessary. Depending on the circumstances, information may be shared with an appropriate professional or service, such as your GP, emergency services or safeguarding services.

I may also use service providers that support the administration of my practice, for example email, secure practice-management software, IT support or financial administration. Where a provider processes personal information on my behalf, I will take reasonable steps to ensure appropriate data-protection and confidentiality arrangements are in place.

6. GP and emergency contact details

I collect GP details and an emergency contact telephone number so that appropriate support can be sought where this is necessary, for example in connection with a serious risk, safeguarding concern or emergency. These details will not routinely be contacted or shared with others. Wherever possible and appropriate, I will discuss any proposed contact with you first.

7. How your records are stored

Counselling notes may be kept electronically or on paper. Paper records are stored in a locked cabinet. Electronic records are stored on a password-protected laptop. I take reasonable steps to protect personal information against unauthorised access, loss, disclosure or misuse.

If I introduce or change practice-management software or other systems that process client information, I will consider the privacy and security arrangements of the provider and update this notice where necessary.

8. How long I keep your information

If you make an initial enquiry but do not go on to receive counselling, enquiry information and related correspondence will normally be deleted after 4 weeks.

If you become a counselling client, your counselling records and signed counselling agreement will normally be retained for 7 years after counselling ends. After the relevant retention period, records will be securely destroyed or deleted unless there is a lawful reason to retain them for longer.

9. Email and electronic communication

Email is used primarily for enquiries and practical communication about counselling, such as arranging or changing appointments. It may also be used to send information or worksheets or similar. Email and other electronic communication cannot be guaranteed to be completely secure. Please consider this when deciding what information to include in electronic messages.



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I do not provide counselling by email, text or other messaging services outside agreed counselling sessions unless this has been specifically agreed as part of the service.

10. Website

The Wells Counselling website is wellscounselling.net.

11. Your data protection rights

Depending on the circumstances, you may have rights to ask for access to your personal information, correction of inaccurate or incomplete information, deletion of information, restriction of processing, transfer of information, or to object to certain processing. Some rights are subject to legal conditions and exemptions, so they do not apply in every situation.

If you wish to exercise a data protection right, please contact me at jennywellscounselling@gmail.com. I may need to confirm your identity before responding to a request.

12. Complaints about use of your personal information

If you have concerns about how your personal information has been handled, please contact me first so that I have an opportunity to address the issue.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection. Information about making a complaint is available at ico.org.uk.

13. Changes to this Privacy Notice

I will review this Privacy Notice periodically and update it when necessary, including where my services, systems or use of personal information change. The current version is available on the website.

Contact

Jenny Wells – Wells Counselling

Email: jennywellscounselling@gmail.com

Website: wellscounselling.net