Privacy Notice

This privacy notice is written to address GDPR requirements and covers all client notes (written or electronic), emails, text messages, social media communication and appointment details.

Any data collected and held with Capella Counselling is for the sole purpose of providing the counselling service. Any personal information provided by you will be held for only as long as is necessary and for the purpose for which it was given. The industry standard is to hold all client notes for a period of 7 years. In the case of a child, this period of 7 years will follow their 18th Birthday. All hard copies of notes, client details etc. will be stored in a locked filing cabinet.

No client data will be shared externally without explicit consent. The only exceptions to this are regarding certain legal obligations and if safeguarding concerns arise. These exceptions will be explained more thoroughly within the counselling contract.

Please do not send sensitive information via email. Whilst I do use an encrypted email account I believe it is always preferable to discuss via telephone or in person. I am unable to take personal responsibility for the security of any information passed to me via social media platforms. Please refer to their privacy policies for further information.