

PRIVACY NOTICE

Mrs Wendy Marsh T/As Bluebell Counselling

Contact Email: wmarshbluebell@gmail.com

Contact Phone: 07485053183

ICO Registration Number: ZA516811

1. The Type of Personal Information Collected

I currently collect and process the following information:

- **Identity Data:** Name, date of birth, marital status.
- **Contact Data:** Phone number, email address, and home address.
- **Emergency Contact Data:** Name and phone number of a trusted contact.
- **Special Category Data:** Clinical notes, mental health history, and relevant medical details, GP details.

2. How Information is Obtained and Why it is Held

Most of the personal information I process is provided directly by you for one of the following reasons:

- To contact you regarding appointments.
- To deliver safe, ethical, and effective counselling services.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases I rely on for processing this information are:

- **Contractual Obligation:** Processing is necessary to fulfil our counselling agreement.
- **Legitimate Interests:** Processing is necessary for the effective management of your therapy.
- **Special Category Conditions:** Processing is carried out for the provision of health or social care treatment (Article 9(2)(h)).

3. How Information is Stored

Your data is stored securely to protect your confidentiality:

- **Digital Records:** Clinical notes and contact details are stored using secure, end-to-end encrypted platforms. Devices are password-protected and biometrically locked.



Wendy Marsh
www.bluebellcounselling.co.uk
wmarshbluebell@gmail.com
07485 053183



- **Paper Records:** Any physical documents are stored in a locked filing cabinet. Contact information is filed separately from clinical notes using a unique client ID code.
- **Retention:** I keep your identity data, contact data, and clinical notes for 5 years after our last session, as required by my professional insurance provider. After this period, electronic data is permanently deleted and paper records are securely shredded.

4. Data Sharing and Confidentiality

Your information will not be shared with third parties without your explicit consent, except in the following limited circumstances:

- **Legal Duty:** If I am legally compelled to do so by a court of law.
- **Safeguarding:** If I believe there is a serious risk of harm to yourself or others.
- **Professional Supervision:** I discuss my caseload with a qualified supervisor to ensure ethical standards. Your identity is always kept completely anonymous during these sessions.

5. Your Data Protection Rights

Under data protection law, you have significant rights regarding your data, including:

- **Right of Access:** You have the right to ask for copies of your personal information.
- **Right to Rectification:** You have the right to ask to purify information you think is inaccurate.
- **Right to Erasure:** You have the right to ask to erase your personal information in certain circumstances.

6. Complaints and Concerns

If you have any concerns or a complaint about how your data is handled, please contact me directly at wmarshbluebell@gmail.com. I am legally required to acknowledge your complaint within 30 days and keep you updated on its progress. If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO):

- **Website:** <https://ico.org.uk>
- **Helpline:** 0303 123 1113



Wendy Marsh
www.bluebellcounselling.co.uk
wmarshbluebell@gmail.com
 07485 053183

