

Privacy Policy for Laura Manifold Therapy

1. Introduction

This Privacy Policy explains how personal information is collected, used, stored, and protected in the course of providing counselling services. Protecting your privacy and confidentiality is a fundamental part of ethical and professional counselling practice.

2. Information I Collect

I may collect and store the following types of personal and sensitive information:

- Identifying information (e.g., name, date of birth, contact details).
- Emergency contact information.
- Health and wellbeing information relevant to counselling.
- Session notes and clinical records.
- Appointment details, correspondence, and payment records.
- Any other information you choose to share during counselling.

3. How Information Is Collected

Information is collected in several ways, including:

- Intake forms and assessments.
- Verbal disclosure during sessions.
- Email, phone, or online communications.
- Online booking or payment systems.

4. Purpose of Collection

Your information is collected and used for the purposes of:

- Providing safe and effective counselling services.
- Maintaining accurate clinical records.
- Managing appointments, billing, and administration.
- Meeting legal, ethical, and professional obligations.
- Communicating with you about your care.

4a. Lawful Basis for Processing

I process personal data under the lawful bases of Consent and Legitimate Interests, in line with GDPR requirements for counselling services.

5. Confidentiality and Disclosure

All personal information shared in counselling is treated as confidential. Information will not be disclosed to third parties without your consent, except in the following circumstances:

- Where there is a serious risk of harm to you or others.
- Where disclosure is required by law (e.g., court orders, mandatory reporting obligations).
- For professional supervision or consultation, with all identifying details removed.
- For administrative or billing purposes, where necessary.

6. Storage and Security of Information

I take all reasonable steps to protect your information from misuse, loss, unauthorised access, or disclosure. Records may be stored:

- Electronically using secure, password protected systems.
- In paper form (if required), kept in a locked cabinet.

For GDPR compliance, personal information is retained for 7 years and then securely destroyed. If you would like your information deleted sooner, please let me know.

7. Access and Correction

You have the right to request access to your personal information and to request corrections if the information is inaccurate, incomplete, or out of date. Requests should be made in writing and will be responded to within a reasonable timeframe, subject to legal and ethical limitations.

7a. Your Rights Under GDPR

Under UK GDPR, you also have the right to:

- Access your personal data
- Request corrections to inaccurate or incomplete data
- Request deletion of your data (in certain circumstances)
- Restrict or object to how your data is processed
- Request transfer of your data to another provider (data portability)
- Withdraw consent at any time, where consent is the lawful basis for processing

These rights apply within the limits of UK GDPR and professional counselling practice.

8. Online Services

For online counselling, all reasonable measures are taken to ensure secure communication using encrypted platforms.

9. Complaints

If you have any concerns about how your personal data is handled, please contact me by email or in writing. Complaints are taken seriously and handled in a fair and timely manner.

If you wish to make a formal complaint about the way your personal information has been processed, you can contact the Information Commissioner's Office (ICO) on 0303 123 1113, or visit [Make a complaint | ICO](#), which is the statutory body that oversees data protection law in the UK. I am registered with the ICO (Registration Number ZC015746).

10. Changes to This Policy

This Privacy Policy may be updated from time to time. The most current version will be available on my website or upon request.

11. Contact Information

If you have questions about this Privacy Policy or how your information is managed, please contact:

Practice Name: Laura Manifold Therapy

Email: lauramanifoldtherapy@gmail.com

This Privacy Policy applies to all counselling services provided by Laura Manifold Therapy.