

**Counselling JCT**

**Privacy Policy**

**1. Introduction**

Counselling JCT is committed to protecting your privacy and complying with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. This policy explains how we collect, use, store, and protect your personal data.

**2. What Data We Collect**

We collect the following personal data:

* **Identity Data**: Name, date of birth, gender, marital status.
* **Contact Data**: Email, phone number, address.
* **Financial Data**: Payment details for session fees.
* **Health Data**: Relevant medical information, GP details.
* **Usage Data**: Website interactions, IP address, cookies.
* **Communication Preferences**: Marketing and service updates (if consented).

**3. How We Collect Your Data**

* **Directly from you**: When booking services, filling forms, or communicating with us.
* **Automatically**: Through website cookies and tracking technologies.

**4. Why We Process Your Data**

We use your data to:

* Provide counselling services and manage appointments.
* Contact you regarding services or updates (if consented).
* Meet legal obligations (e.g., safeguarding concerns).
* Ensure your safety and manage risks.

**5. Legal Basis for Processing**

We process your data under these legal grounds:

* **Consent**: When you provide permission (e.g., marketing communications).
* **Contractual necessity**: To fulfil our service agreement with you.
* **Legal obligation**: When required by law (e.g., safeguarding or legal orders).
* **Legitimate interests**: To improve services and ensure security.

**6. Your Rights**

You have the right to:

* Access your personal data.
* Request corrections to inaccurate data.
* Request deletion when no longer necessary.
* Restrict or object to processing in certain cases.
* Receive your data in a portable format.

To exercise your rights, contact us via the details below.

**7. How We Protect Your Data**

We use:

* Secure encryption and data storage.
* Access controls to limit data access.
* Regular security reviews.

However, no system is completely secure. If you suspect a data breach, contact us immediately.

**8. Data Sharing**

We do **not** share your data without your consent, except:

* **GPs or health professionals** (with your consent for care continuity).
* **Supervisors** (in compliance with GDPR and professional ethics).
* **Legal authorities** (if required by law).

**9. Data Retention**

We retain counselling records for **six years** after your last session, as required by law. After this period, records are securely deleted or anonymised.

**10. Cookies & Tracking**

**Cookie Policy**

Our website uses only essential cookies to ensure its proper functioning and improve your browsing experience. We do not use tracking, analytics, or marketing cookies. You can manage or disable cookies through your browser settings at any time.

**11. Data Breaches**

If a data breach occurs, we will notify affected individuals and report it to the **Information Commissioner's Office (ICO)** within **72 hours** where required.

**12. Changes to This Policy**

We may update this policy periodically. Changes will be posted on our website. Active clients will be notified of significant updates.

**13. Contact Us**

For any privacy-related queries, please contact:

* **Email**: jackie.counsellingjct@gmail.com
* **Phone**: 07432 373270

If you are unsatisfied with how we process your data, you can file a complaint with the **ICO**: <https://ico.org.uk/concerns/>

**Effective Date: 17 February 2025**