

Insightfulness Counselling and Psychotherapy Privacy Notice and Confidentiality Policy

Last Updated: August 2026

At Insightfulness Counselling and Psychotherapy, I am committed to protecting your privacy and handling your personal information responsibly. This Privacy Notice explains how your personal information is collected, used, stored, and protected in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Emma Dunn is registered with the Information Commissioner's Office (ICO) as a Data Controller under registration number ZA305285.

Confidentiality

Everything discussed within counselling sessions is treated as confidential.

There are, however, certain circumstances in which confidentiality may need to be breached:

- Where there is a serious and imminent risk of harm to yourself or another person.
- Where disclosure is required by law.
- Where information relates to acts of terrorism or serious criminal activity.
- Where disclosure is required by a court order.
- Where safeguarding concerns arise involving a child or vulnerable adult.

Wherever possible, I will seek to discuss any proposed disclosure with you before taking action.

What Information I Collect

Depending on the nature of our work together, I may collect:

- Name, address, telephone number and email address.
- Date of birth.
- Emergency contact details.
- GP details.
- Information relating to your health, wellbeing and reasons for seeking counselling.
- Appointment records.
- Counselling notes and records.
- Payment and invoicing information where applicable.

Counselling records may contain sensitive information relating to your physical health, mental health, wellbeing, relationships, and personal circumstances. This is classified as Special Category Data under UK GDPR and is afforded additional protection.

Why I Collect Your Information

Your information is collected and processed to:

- Provide counselling and psychotherapy.
- Arrange and manage appointments.
- Maintain professional records.
- Ensure safe and ethical practice.
- Meet legal, safeguarding, insurance and professional obligations.
- Manage payments and business administration.

Lawful Basis for Processing

Under UK GDPR, the lawful bases for processing personal information are:

Article 6 UK GDPR

- Contract – to provide counselling services requested by you.
- Legitimate Interests – to maintain professional records and operate my practice safely and effectively.
- Legal Obligation – where required to comply with legal or regulatory requirements.

Article 9 UK GDPR (Special Category Data)

Information relating to health and wellbeing is processed under the provisions relating to the delivery of health and counselling services and, where necessary, the establishment, exercise or defence of legal claims.

How Information Is Stored

Client records are stored securely using password-protected systems where applicable and appropriate security measures when in paper form.

Reasonable steps are taken to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

Electronic records, if made will be stored on secure devices protected by passwords and security controls.

Professional Supervision

As a member of the British Association for Counselling and Psychotherapy (BACP), I engage in regular professional supervision to support safe, ethical and effective practice.

As part of this process, I may discuss aspects of client work with my supervisor. Identifying information is removed wherever possible, and supervisors are themselves bound by professional confidentiality, data protection requirements, and ethical standards.

The purpose of supervision is to ensure that clients receive the highest standard of care and that therapeutic work is conducted safely and ethically.

Sharing Information

Your information will not normally be shared with third parties.

Information may be shared only where:

- You have given your consent.
- There is a serious risk of harm to yourself or others.
- Disclosure is required by law.
- Disclosure is necessary for safeguarding purposes.
- Information is required for professional insurance, legal advice, supervision or regulatory obligations.

Any sharing of information will be limited to what is necessary for the purpose concerned.

Retention of Records

Records are retained only for as long as necessary.

Adult Clients

Client records and counselling notes are retained for 7 years following the end of therapy.

Clients Who Began Therapy Under 18

Records are retained until 7 years after the client's 18th birthday.

Enquiries

Where therapy does not commence, enquiry information may be retained for up to 6 months before being securely deleted.

Financial Records

Financial and invoicing records are retained for 6 years in accordance with HMRC requirements.

At the end of the relevant retention period, records are securely destroyed or permanently deleted.

Online and Remote Working

Video Sessions

Online counselling sessions are conducted using secure platforms. I currently use Zoom, which employs security and encryption measures designed to protect personal information.

Telephone Contact

A dedicated work phone is used for client communications.

Email Communication

Whilst reasonable precautions are taken, email should not be considered a fully secure form of communication. Clients are encouraged not to send highly sensitive information via email wherever possible.

International Data Transfers

Some technology providers used for communication, administration or data storage may process information outside the United Kingdom.

Where this occurs, reasonable steps are taken to ensure appropriate safeguards are in place in accordance with UK GDPR.

Website Cookies and Analytics

Insightfulness, Counselling and Psychotherapy website may use cookies and website analytics to improve website performance and user experience.

You can manage cookie preferences through your browser settings.

Your Rights

Under UK GDPR, you have the right to:

- Request access to the personal information held about you.
- Request correction of inaccurate information.
- Request deletion of information in certain circumstances.
- Request restriction of processing in certain circumstances.
- Object to processing where applicable.
- Request a copy of information you have provided.
- Lodge a complaint with the Information Commissioner's Office (ICO).

Some rights may be subject to legal, safeguarding, professional or ethical limitations.

To make a request regarding your personal information, please contact:

Emma Dunn

Email: emmadunn@insightfulness.co.uk

Telephone: 07419 324764

I will respond to requests in accordance with UK GDPR requirements and, where applicable, within one month of receiving the request.

Complaints

If you have concerns about how your personal information has been collected, stored or used, please contact me in the first instance.

Emma Dunn

Email: emmadunn@insighfulness.co.uk

Telephone: 07419 324764

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

Professional Boundaries

If we meet unexpectedly outside of the therapy setting, I will wait for you to acknowledge me first before responding. This helps protect your confidentiality.

Counselling is a professional relationship, and it would not be appropriate for us to connect via personal social media accounts.

If you have any questions about confidentiality, privacy, or data protection, or wish to exercise any of your rights under UK GDPR, please contact

Emma Dunn at emmadunn@insightfulness.co.uk

Telephone 07419 324764