

Teresa Mortell-Stevens Counselling Services

Privacy Policy

As a humanistic counsellor, I am committed to protecting your privacy and handling your personal data responsibly and securely, in line with the UK's Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This policy explains how I collect, use, and protect your information, ensuring compliance with the Information Commissioner's Office (ICO) standards.

1. Data Collection and Use

- I collect only the personal information necessary for providing effective counselling services, such as your name, contact information, and relevant therapeutic notes.
- Your information is used solely for the purposes of therapy and maintaining safe, ethical practices in our work together.

2. Storage and Security

- I store your data securely, either in encrypted digital files or locked physical storage, to prevent unauthorized access.
- I ensure all devices used for storing and processing data are password-protected, with up-to-date security measures in place.

3. Confidentiality and Data Sharing

- Your information remains confidential and will not be shared with third parties unless required by law or if I have your explicit consent.
- In exceptional circumstances, such as risk of harm to yourself or others, I may need to share information with relevant authorities. Whenever possible, I will discuss this with you beforehand.

4. Data Retention and Disposal

- I retain client records for the period recommended by professional guidelines and legal requirements, after which your data is securely deleted or destroyed.

5. Your Rights

- You have the right to access, correct, or request deletion of your personal data at any time. If you wish to do so, please contact me directly, and I will address your request within 30 days.

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6. ICO Compliance

- I am registered with the Information Commissioner's Office (ICO) and adhere to its guidelines on data protection. For further details, or to raise a concern, you can visit the ICO's website at <https://ico.org.uk>.

If you have any questions or concerns about this privacy policy, please feel free to reach out.