



Privacy Policy

Last Updated: June 2026

Introduction

I am committed to protecting your privacy and handling your personal information in a safe, lawful, and transparent way.

This Privacy Policy explains how I collect, use, store and protect your personal information when you contact me, enquire about counselling, attend counselling sessions, visit my website, or otherwise engage with my services.

I am registered with the Information Commissioner's Office (ICO) as a Data Controller and comply with the requirements of the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and related data protection legislation.

Data Controller

Georgina Talbot

Email: georginalbotcounselling@outlook.com

Website: <https://georginalbotcounselling.co.uk>

I am the Data Controller responsible for deciding how your personal information is collected, stored and used.

What Information I Collect

Depending on how you engage with my services, I may collect:

Personal Information

- Name
- Date of birth
- Address
- Telephone number
- Email address
- Emergency contact details
- GP details

Special Category Information

As counselling involves discussing personal experiences, emotions, wellbeing and mental health, I may collect information that is classed as Special Category Data under UK GDPR, including:

- Mental and emotional health information
- Medical information relevant to counselling
- Information relating to relationships and family circumstances
- Information disclosed during counselling sessions

Website Information

When you visit my website, certain technical information may be collected automatically, such as:

- IP address
- Browser type
- Device information
- Website usage information through cookies and analytics

Please see the website Cookie Policy for further information.

Why I Collect Your Information

I collect and process personal information to:

- Respond to enquiries
 - Arrange and provide counselling sessions
 - Maintain accurate client records
 - Manage appointments and administration
 - Ensure safe and ethical practice
 - Fulfil safeguarding responsibilities
 - Meet professional, legal, regulatory and insurance requirements
 - Comply with tax and accounting obligations
-

Lawful Basis for Processing

Under UK GDPR, I rely on the following lawful bases:

Contract

Processing is necessary to provide counselling services and manage our professional relationship.



Legal Obligation

Processing may be necessary to comply with legal responsibilities, including safeguarding obligations, financial record keeping, and responding to lawful requests from authorities.

Legitimate Interests

Processing may be necessary for the effective administration, management and security of my counselling practice.

Special Category Data

Counselling involves processing information about health and wellbeing.

The lawful condition relied upon under Article 9 UK GDPR is:

Article 9(2)(h) – processing necessary for the provision of health or social care services; and/or

Article 9(2)(f) – processing necessary for the establishment, exercise or defence of legal claims where applicable.

How Your Information Is Stored

I take appropriate technical and organisational measures to protect your personal information.

Information may be stored securely:

- In password-protected electronic systems
- In encrypted digital files
- In secure email systems
- In locked storage where paper records are retained

Access is restricted to those who require it for legitimate professional purposes.

Confidentiality and Information Sharing

Confidentiality is an important part of counselling.

Information will not normally be shared without your knowledge and consent.

However, there may be circumstances where information needs to be shared, including:

- Where there is a serious risk of harm to you or another person
- Safeguarding concerns involving a child or vulnerable adult
- Legal requirements or court orders
- Prevention or detection of serious crime
- Professional supervision

Where possible, I will discuss any necessary disclosure with you first.

Clinical Supervision

As required by the British Association for Counselling and Psychotherapy (BACP), I engage in regular professional supervision.

Supervision helps ensure safe, ethical and effective practice.

Client work may be discussed anonymously with a qualified supervisor. Identifying information is minimised wherever possible.

Supervisors are bound by professional and ethical confidentiality requirements.

Professional Regulation and Complaints

As a member of the British Association for Counselling and Psychotherapy, I am required to work within the BACP Ethical Framework and may be accountable to the BACP's Professional Conduct Procedure.

In the event of a complaint, professional conduct investigation, fitness-to-practise process, or other legitimate regulatory enquiry, it may be necessary to disclose relevant client information or records to the BACP or another appropriate professional or regulatory body.

Any disclosure would be limited to information that is necessary and relevant to the matter being investigated and would be carried out in accordance with applicable legal, ethical, professional, and data protection requirements.

Clinical Executor Arrangements

In the event of my death, incapacity, or inability to practise, a designated Clinical Executor who is bound by the same professional and confidentiality obligations may access relevant client records solely for the purposes of client welfare, professional obligations, and the lawful management or closure of my practice.

Online Counselling

Where counselling is provided online, I use platforms and communication methods that I reasonably believe offer appropriate levels of security.

While every effort is made to protect confidentiality, no internet-based communication can be guaranteed as completely secure.

Clients are encouraged to ensure they use a private and secure environment for online sessions.

Third-Party Service Providers

I may use third-party providers to support the operation of my practice, such as:

- Email providers - Gmail
- Video conferencing platforms - Zoom
- Website hosting providers – GoDaddy and WordPress
- Website enquiry forms – WP forms
- Accounting software – Starling and SumUp
- Professional indemnity insurers – Holistic Insurance

These providers process information only where necessary and are expected to maintain appropriate security and data protection standards.

International Transfers

Some service providers may store or process information outside the United Kingdom.

Where this occurs, I take reasonable steps to ensure appropriate safeguards are in place and that personal information remains protected in accordance with UK GDPR requirements.

How Long Information Is Retained

I retain information only for as long as necessary.

Current retention periods are:

Enquiries That Do Not Proceed

Typically retained for up to 12 months.

Adult Client Records

Typically retained for 7 years after counselling ends.

Clients Under 18

Records are typically retained until the client's 25th birthday (or 26th birthday where counselling ended at age 17).

Financial Records

Retained in accordance with HMRC requirements, usually for a minimum of 6 years.

Records are securely deleted or destroyed when no longer required.

Your Rights

Under UK GDPR, you have the right to:

- Be informed about how your information is used
- Access your personal information
- Request correction of inaccurate information
- Request deletion of information in certain circumstances
- Restrict processing in certain circumstances
- Object to certain processing activities
- Request data portability where applicable
- Withdraw consent where consent is relied upon

Some rights may be limited where legal, ethical or professional obligations apply.

Subject Access Requests

You may request a copy of the personal information I hold about you at any time.

Requests should be made in writing using the contact details provided above.

I will normally respond within one month, although this period may be extended where permitted by law.

There is usually no charge for making a request.

Data Protection Complaints

If you have concerns about how your personal information has been handled, please contact me in the first instance:

Email: georginatalbotcounselling@outlook.com

I will acknowledge receipt of your complaint within 30 days and investigate the matter fairly and promptly. I will keep you informed of the outcome and any actions taken.

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

[Information Commissioner's Office \(ICO\)](#)

Changes to This Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation, professional guidance, technology, or practice procedures.

The most recent version will always be available on my website.

