

Privacy Policy - Gemma Goodwin Counselling

Last updated: [July 2025]

I take your privacy seriously. This policy explains how I collect, use, and protect your personal information in line with UK GDPR and the Data Protection Act 2018.

Who I Am

Name: Gemma Goodwin

Practice: Gemma Goodwin Counselling

Email: gemcounselling85@gmail.com

Phone: 07955 576 069

ICO Registration: ZB873425

I am a UK-based private counsellor working independently to support clients with emotional and mental health concerns.

What Information I Collect

I may collect:

- **Your contact details** – name, email, phone number (e.g., through a contact form or email).
 - **Information you share in sessions** – including personal, emotional, or health-related content.
 - **Session notes** – brief, factual notes to support your counselling.
 - **Administrative data** – appointment details and payment records (no payment card data is stored).
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Why I Collect Your Data

I collect and process personal data so I can:

- Communicate with you effectively.
- Arrange and manage appointments.
- Provide counselling safely and ethically.
- Keep clinical records (as recommended by professional bodies).
- Comply with legal and professional obligations.

The lawful bases for this include **contract**, **legitimate interest**, **consent**, and **legal obligation**.

How Your Data Is Stored

I take steps to protect your privacy:

- **Paper records** (if used) are securely locked away.
- **Digital notes** are stored on encrypted, password-protected systems.
- Access to your data is limited to me unless disclosure is legally required or agreed with you.

I keep client records for **7 years** after our final session, after which they are securely destroyed.

Confidentiality & Sharing

What you share is confidential. I will not share your personal data unless:

- You give your **explicit consent**.
- There is a **serious risk of harm** to yourself or others.
- I am required to by **law** (e.g. court order).
- I discuss your case anonymously with a clinical **supervisor**, to ensure safe and ethical practice. This is always done without using any identifying details.

Your Rights

Under UK data protection law, you have the right to:

- Access your personal data
- Withdraw consent (where applicable)
- Complain to the **Information Commissioner's Office (ICO)**

To exercise any of these rights, please email me at [yourname@example.com].

Updates to This Policy

This Privacy Policy may be updated to reflect changes in law or services. The latest version will always be available on this website.

Questions?

If you have any questions about how I use your data, please get in touch.