



# Privacy Notice

## Privacy Notice – Kate Scott Counselling

This privacy notice explains how I collect, use, store and protect your personal data in line with my professional responsibilities as a counsellor and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This notice applies to current clients, former clients and prospective clients.

## Data Controller

I am the data controller for the purposes of data protection law.

Name: Kate Scott

Practice name: Kate Scott Counselling

Practice location: Online and in-person practice in Hertfordshire

Email: [kate@katescottcounselling.com](mailto:kate@katescottcounselling.com)

I am registered with the Information Commissioner's Office. My certificate can be found at the end of this document.

## Personal data collected

I may collect and hold personal and sensitive information including contact details, dates of birth, emergency contacts, therapy notes, session records, safeguarding and risk information, and administrative details related to appointments.



## How data is collected

Information is collected directly from you through enquiries, assessment, correspondence and counselling sessions, or from third parties with your knowledge and consent where appropriate.

## Lawful basis for processing

Processing is carried out under Article 6(1)(b) and (c) and Article 9(2)(h) of UK GDPR, and explicit consent where required.

## Use of information

Your data is used to provide counselling services, maintain clinical records, communicate with you, monitor wellbeing, and meet ethical, professional and legal obligations.

## Confidentiality and disclosure

Information is treated as confidential. Disclosure may occur where there is serious risk, safeguarding concerns, or a legal requirement. Wherever possible this will be discussed with you in advance.

## Storage and security

All records are kept digitally only and are stored securely using password-protected and encrypted systems.

## Online sessions (Google Meet)

I offer online sessions through Google Meet. This service uses encrypted connections and meets the requirements of UK data protection law. Sessions are not recorded, and I ask that clients do not record or capture any part of the call. Only the live video and audio feed is processed by Google Meet during a session. No session content is stored. When creating



a meeting link, the only personal information used is what is needed to send the link, such as an email address. For online work with young people, I may check the young person's location at the start of each session, and I keep emergency contact details for parents or carers. These details are used only if there is a safeguarding concern during an online session.

## Retention of records

Adult records are retained for seven years after therapy ends. Records for children and young people are retained until age twenty-five. Records are securely deleted after this period.

## Your rights

You have rights to access, correct, restrict or request deletion of your data where legally permitted, withdraw consent where applicable, and make a complaint.

## Complaints

If you have concerns about data handling, please contact [kate@katescottcounselling.com](mailto:kate@katescottcounselling.com). You may also complain to the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk) or 0303 123 1113.

## Changes

This notice may be updated from time to time. The latest version will be available on request.

# Data Protection Registration Certificate

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Katy Scott

8 Holywell Hill  
St. Albans  
Hertfordshire, AL1 1BZ

Registration reference: ZC079557  
Date registered: 15 January 2026  
Registration expires: 14 January 2027



Issued by: Information Commissioner's Office,  
Wycliffe House, Water Lane, Wilmslow, Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Website: [ico.org.uk](https://ico.org.uk)