

Privacy Policy for Helm of Hope Counselling

Practice Name: Helm of Hope Counselling

Effective Date: 01.05.2025

Last Updated: 26.05.2025

1. Introduction

At Helm of Hope, your privacy and confidentiality are central to our work. This Privacy Policy outlines how I handle your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018, as well as our ethical responsibilities under the BACP Ethical Framework (if applicable).

2. Data Controller

The Data Controller is me. I am registered with the Information Commissioner's Office ZB857510.

My phone number is: 07447363258

My email address is: helmofhopecounselling@gmail.com

3. What Information I Collect

I collect and securely store the following types of data:

- Personal Details: Name, address, email, phone number, date of birth, GP contact details.
- Health and Background Information: Mental and physical health history, medication, relevant life history.
- Session Records: Brief notes from sessions to support the therapeutic process.
- Administrative Data: Appointment history, billing details, payment records.

4. Lawful Basis for Processing

I rely on the following legal bases for processing your data:

- Consent: You have given clear consent for us to process your personal data for a specific purpose.
- Contract: Processing is necessary to fulfil our service contract with you.
- Legal Obligation: I may process data to comply with our legal obligations (e.g. safeguarding).
- Legitimate Interests: For purposes such as supervision and practice management, where this does not override your rights.

5. Confidentiality and Information Sharing

All information shared is treated as confidential. Information may only be shared under the following circumstances:

- If you provide explicit written consent for information to be shared.
- If there is a serious risk of harm to yourself or others.
- If there is disclosure of abuse or risk of abuse to a child or vulnerable adult.
- When required by law (e.g. court order, terrorism, or money laundering regulations).

Where possible, I will discuss any need to break confidentiality with you in advance.

6. How I Store Your Information

- Paper records (if any) are kept in locked storage.
- Digital records are stored using encrypted, password-protected systems.
- Session notes are kept to a minimum and are anonymised wherever practical.
- Records are retained for 6 years after your final session, in line with insurance and professional guidance.

7. Your Data Protection Rights

Under the UK GDPR, you have the right to:

- Access the personal data I hold about you.
- Request correction of inaccurate or incomplete data.
- Request deletion of your data (subject to legal obligations).
- Withdraw consent for non-essential processing.
- Lodge a complaint with the Information Commissioner's Office (ICO).

ICO Contact: <https://ico.org.uk/concerns/>

Helpline: 0303 123 1113

8. Supervision

In line with professional ethical standards, I attend regular clinical supervision. Client material may be discussed in supervision to ensure safe and effective practice. Your identity is anonymised in these discussions.

9. Website and Communication

If you contact us through the Website or email, I may collect personal data for responding to your enquiry. Please avoid sharing sensitive information via email. I use secure platforms for therapy sessions and communications.

10. Changes to This Policy

I may update this Privacy Policy from time to time. The latest version will always be available on our website or by request.

11. Contact

For questions or to exercise your rights under this policy, please contact:

Abiola Abimbola

07447363258

My phone number is: 07447363258

My email address is: helmofhopecounselling@gmail.com