

Confidentiality Policy

Counsellor: Lisa

1. My Commitment to Confidentiality

As a counsellor, I treat confidentiality as the foundation of the therapeutic relationship. I understand that coming to counselling is a deeply personal decision, and I am committed to creating a safe, respectful space for you to explore your thoughts and feelings in confidence.

All information shared during our work together will be kept private and treated with the utmost respect and care. This includes session notes, personal data, and communication outside of sessions.

2. Limits to Confidentiality

While confidentiality is essential, there are legal and ethical circumstances where I may be required to break it:

- If I believe you are at serious risk of harming yourself or another person
- If there are safeguarding concerns about a child or a vulnerable adult
- If you disclose involvement in or intent to commit acts of terrorism or treason
- If I am required to do so by a court of law

In most situations, I will always aim to speak with you before any confidentiality is breached, unless doing so would increase risk to yourself or others.

3. Secure Storage of Information

Your data is stored securely and handled in line with GDPR and the Data Protection Act (2018):

- Paper notes are stored in a locked cabinet.
- Electronic records are held on encrypted, password-protected devices.
- Emails and texts are deleted after 30 days unless they are directly relevant to ongoing therapeutic work.
- All data is retained for 7 years after therapy ends, in accordance with professional guidance, and then securely destroyed.

4. Recordings of Sessions

In some cases, I may ask for your permission to record sessions for training or supervision purposes. Recordings will only be made with your signed consent and will be stored securely in line with my privacy and GDPR obligations.

5. Supervisory Practice

As part of ethical practice, I discuss aspects of my clinical work with a qualified supervisor. These discussions are held in confidence, and your identity is always protected.

6. Sharing Data with Third Parties

I will never sell your data or share it with marketing services. Information may be shared only when necessary for safety, supervision, or therapy management. These include:

- Emergency services, if there is an immediate safety concern
- Clinical supervisors (anonymised information)
- Secure digital platforms I use for managing appointments and notes, all of which are GDPR-compliant

7. Your Rights

Under GDPR, you have the right to:

- Request access to the data I hold about you
- Ask for corrections to inaccurate information
- Request erasure of your records (unless I'm required to retain them for legal or ethical reasons)
- Object to or limit the use of your data
- Withdraw consent (where applicable)

You can exercise any of these rights by emailing me at lisa@crescentiatherapy.co.uk. If you are unhappy with how your data has been handled, you may contact the **Information Commissioner's Office (ICO)** via <https://ico.org.uk>.

8. Contact

If you have any questions about confidentiality or how your data is handled, you can reach me directly:

- **Email:** lisa@crescentiatherapy.co.uk
- **Phone:** [Insert phone number]
- **ICO Registration Number:** C1673812

9. Policy Sign-Off

Policy creation date (v1):	10/04/2025
Date of next review (v2):	10/04/2026
Signature:	