



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 UK data protection law:

- 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 Policy and data protection 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. This may 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 compliant with data protection law

7. Your Rights

Under the UK 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>.

Data Protection Complaints Procedure

If you have any questions, concerns, or complaints about how I handle, store, or process your personal data (including your session notes), please contact me directly in writing:

Contact: Lisa, Crescentia Therapy

- Email: lisa@crescentiatherapy.co.uk

In accordance with the Data (Use and Access) Act 2025, I operate a formal internal procedure for managing data protection complaints: I will acknowledge your complaint within 30 days of receipt, investigate your concern thoroughly and without undue delay, and provide you with a formal update or final outcome in writing as soon as the investigation is complete.

You have the right to lodge a complaint with the ICO if you remain unhappy with how I manage your data, though the ICO will generally expect you to have raised the issue with me first. Full details of this procedure are set out in my Privacy Policy.

8. Legislation and Professional Standards

This policy is written and maintained in line with the following legislation, regulation, and professional guidance:

- **UK General Data Protection Regulation (UK GDPR)** — governs how I collect, store, and use your personal data.
- **Data Protection Act 2018** — the UK's implementing legislation for data protection, including special category (health) data.



- **Data (Use and Access) Act 2025** — sets out the statutory process and timeframes for handling data protection complaints.
- **Human Rights Act 1998** — in particular Article 8, the right to respect for private and family life.
- **Children Act 1989 and 2004** — informs my approach where safeguarding concerns relate to a child.
- **Care Act 2014** — informs my approach where safeguarding concerns relate to a vulnerable adult.
- **Counter-Terrorism and Security Act 2015** — underpins the limited circumstances in which I may disclose information relating to terrorism.
- **BACP Ethical Framework** — the professional and ethical standards I abide by as a registered member of the British Association for Counselling and Psychotherapy.

9. 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: 01902 544906
- ICO Registration Number: C1673812

Policy Sign-Off	
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Version 1 created:	10/04/2025
Version 2 updated:	08/08/2026
Next scheduled review:	08/08/2027
Signed:	