



Privacy Policy

Counsellor: Lisa | Data Controller

Your privacy is vital to me. This policy outlines how I handle your personal data following the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Data (Use and Access) Act 2025, and the ethical standards of the British Association for Counselling and Psychotherapy (BACP).

1. Who I Am

I am Lisa, a counsellor operating under Crescentia Therapy. I am registered with the Information Commissioner's Office (ICO) — registration number C1673812.

I am the Data Controller, which means I am responsible for deciding how your personal information is collected, stored, and used.

2. The Lawful Basis for Processing Your Information

Under the UK GDPR, I must have a lawful basis for processing your data. The bases that apply in my work include:

- **Contract** — if you are currently receiving counselling or have made an enquiry, I use your data to provide counselling services as per our agreement.
- **Legitimate Interest** — if counselling has ended, I may retain your data for a set period (see below) for legal, ethical, or professional reasons.
- **Special Category Data** — information about your mental health is processed under the provision of health treatment and is necessary for the counselling contract between us.

3. What Information I Collect and Why

Initial Contact

When you reach out (via phone, email, or web form), I collect information such as:

- Your name
- Contact details
- Brief information relevant to arranging counselling

If you decide not to proceed, I will delete your information within [insert timeframe], unless you request an earlier deletion.

During Counselling

I keep:

- Basic personal information (e.g., name, contact number, GP)
- Brief notes on each session
- Payment and appointment records



This is essential for managing our sessions and providing you with ethical and effective counselling.

After Counselling Ends

I retain your records securely for 7 years, after which they are safely destroyed. If you request deletion sooner, I will comply unless retention is required by law or ethical obligation.

4. Confidentiality and Exceptions

Everything discussed in counselling is confidential. However, there are exceptions:

- If I believe you are at serious risk of harm to yourself or others
- If there are concerns around child protection or safeguarding vulnerable adults
- If required by law in cases of terrorism, treason, or court orders

In most cases, I will attempt to speak with you before breaching confidentiality unless there are safeguarding reasons not to.

5. Data Storage and Security

Your data is stored securely:

- Paper notes are locked in a secure filing cabinet
- Electronic records are stored on password-protected, encrypted devices through my Internal Management System
- I do not retain text messages longer than 30 days
- Emails are deleted after 30 days unless relevant to counselling

All efforts are made to protect against unauthorised access, misuse, or data loss.

6. Third-Party Data Sharing

I will never sell or share your personal data for marketing. I may share data with:

- Emergency services, if required for your safety
- My clinical supervisor (anonymously and ethically)
- Digital service providers such as [insert names of cloud storage, email, or practice management systems], all of whom comply with the UK GDPR and have signed data processing agreements

7. Your Rights

You have rights under the UK GDPR, including:

- To access a copy of the data I hold about you
- To request correction of inaccurate data
- To ask for data deletion or restriction of processing
- To object to data processing
- To withdraw consent at any time (where applicable)



Requests can be made in writing to lisa@crescentiatherapy.co.uk. You also have the right to complain to the ICO at <https://ico.org.uk/make-a-complaint>.

8. Data Protection Complaints Procedure

How to Raise a Data Protection Concern

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 Name: Lisa, Crescentia Therapy

- Email: lisa@crescentiatherapy.co.uk

My Statutory Handling Process

In accordance with the Data (Use and Access) Act 2025, I operate a formal internal procedure for managing data privacy complaints:

- **Acknowledgment** — I will formally acknowledge your complaint within 30 days of receipt.
- **Investigation** — I will investigate your concern thoroughly and without undue delay.
- **Outcome** — I will provide you with a formal update or final outcome in writing as soon as the investigation is complete.

Escalating Your Complaint

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you are unhappy with how I manage your data. However, under current legislation, the ICO will generally expect you to have raised the issue through my internal process first and allowed me the statutory timeframe to respond.

ICO Website: www.ico.org.uk

- ICO Registration Number: C1673812

9. Use of Cookies and Website Analytics (if applicable)

If you visit the Crescentia Therapy website:

- I may use cookies to improve user experience
- I may use Google Analytics to collect non-identifiable visitor data
- No user-specific data is collected without your consent

You will be asked to opt in to any non-essential cookies.

10. Legislation and Professional Standards

This policy is written and maintained in line with:

- **UK General Data Protection Regulation (UK GDPR)** — the core framework governing my use of your personal data.



- **Data Protection Act 2018** — the UK's implementing legislation, including provisions for special category (health) data.
- **Data (Use and Access) Act 2025** — sets out the statutory complaints-handling process described above.
- **Human Rights Act 1998** — in particular Article 8, the right to respect for private and family life.
- **BACP Ethical Framework** — the professional and ethical standards I abide by as a registered member of the BACP.

11. Policy Updates

This privacy policy may be updated from time to time. The latest version will always be available by request.

If you have any questions about this policy or how your data is handled, please feel free to contact me.

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