



HeLo Counselling and Wellbeing

Privacy Statement

What information do we collect from you?

Requests for counselling can be done through our website, email address or by phone. Our request process involves providing us with your name, address, age, telephone number, email address and any message to us. We may also ask for details of your availability for sessions. This information will only be used for contact between you and the counsellor during the counselling agreement.

Why do we collect the information?

We collect this information so we have details for contacting you during the time we are working together to provide the best service. This information is only available to the counsellors; Helen Farquhar and Lorraine Petrie to safeguard the safety of clients and staff at all times.

Who might we share information with?

Helo Counselling and Wellbeing will never share your details with 3rd parties for marketing or any other purposes.

What do we do with the information?

- We use your information to offer you the best counselling service for your needs whilst you are working with the counsellor
- To allocate clients and counsellors for counselling and offer available appointments
- To notify you of any changes to your appointment or the service

How long do we keep your information safe?

All paper forms are stored in a locked filing cabinet on our premises. The identifiable contact data is stored on an encrypted and password protected pen drive only accessible by Helo Counselling and Wellbeing counsellors.

Whilst we do our best to protect your information, transmission of information via the internet is never completely secure. We cannot guarantee the security of your data transmitted to us via email including forms completed and submitted on our website. Any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

At the end of the sessions your data and the counselling process notes are stored in a locked filing cabinet on our premises for a period of 3 years in accordance with the British Association of Counselling and Psychotherapy (BACP) guidelines. Your identifiable information is kept separately from any process notes.



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How can I access the information you hold?

You have a right to ask us to provide you with a copy of the information held by us and to ask for any inaccuracies to be corrected. You can submit this request by using the contact form.

You may withdraw your consent for us to hold and process your details at any time or delete your information which we will do save for that which we have a legal obligation to keep – for example, for our business tax purposes. However, if you do this whilst actively receiving counselling with Helo Counselling and Wellbeing then your counselling will end.

Data concerns

If you wish to complain about how we handle your data, in the first instance please contact, Lorraine Petrie, who is the Data Controller at Helo Counselling and Wellbeing. If your complaint is not resolved to your satisfaction you can contact the [Information Commissioners Office](#) in the following ways

- <https://ico.org.uk/concerns> .
- Call the Helpline on 0303 123 1113

If you have any concerns regarding the professional conduct of your counsellor you can contact the governing body, the [British Association of Counselling and Psychotherapy \(BACP\)](#) in the following ways to deal with your concerns or complaints:

- [Ask Kathleen Service](#)
- Telephone - call 01455 883300 and select option 3
- Email ask@bacp.co.uk

Please check back frequently to see any changes to the privacy policy.