



Confidentiality Policy

Guided by... Adelle

Effective Date: 13 July 2026

Last Reviewed: 13 July 2026

1. Introduction

Confidentiality is a fundamental part of the counselling relationship. At Guided by... Adelle, I aim to provide a safe and trusting environment where clients feel able to explore their thoughts, feelings and experiences.

This Confidentiality Policy explains:

- What information is considered confidential.
 - The limits of confidentiality.
- When and how information may be shared.
- Safeguarding exceptions where confidentiality may need to be broken.

This policy applies to:

- Adults receiving private counselling.
- Children and young people receiving counselling.
- Clients referred through organisations such as schools, employers, charities or other services.

Counselling is provided in accordance with:

- The National Counselling and Psychotherapy Society (NCPS) Code of Ethical Practice.
 - UK General Data Protection Regulation (UK GDPR).
 - Data Protection Act 2018.
- Information Commissioner's Office (ICO) requirements.

2. What Is Confidential?

Confidentiality means that information shared during counselling will be treated as private and will not normally be disclosed to anyone else without your consent.

Confidential information includes:

- What is discussed during counselling sessions.
- Personal experiences, thoughts and feelings shared in therapy.
 - Presenting issues and reasons for seeking counselling.
 - Assessment information.
 - Counselling notes and records.
- Information relating to your wellbeing and circumstances.
 - Details of attendance and appointments.

I will:

- Respect your privacy.
- Store information securely.
- Maintain professional boundaries.
- Only access and share information where necessary.

I will not normally confirm that someone is receiving counselling unless I have permission to do so.

3. Limits to Confidentiality

Confidentiality is an essential part of counselling; however, there are circumstances where it may need to be limited.

Confidentiality may be broken where:

- There is a serious risk of harm to yourself.
- There is a serious risk of harm to another person.
- A child or vulnerable adult is at risk of abuse, neglect or exploitation.
- There is concern about serious criminal activity, including the planning, committing or concealment of serious offences.
- Information suggests that I may become knowingly involved, complicit, or placed at legal risk through a client's actions.
 - Disclosure is required by law.
- A court order requires information to be disclosed.

- Disclosure is necessary to prevent serious crime or protect someone from significant harm.

Where possible and safe to do so:

- I will discuss concerns with you before sharing information.
- I will explain what information may need to be shared and why.

4. Information Sharing

Information will only be shared when necessary, appropriate and proportionate.

Information may be shared with:

- My clinical supervisor as part of professional supervision.
- Healthcare professionals, such as your GP, where you have provided consent or where there is a lawful reason to do so.
- Safeguarding services where there are concerns about safety or welfare.
 - Emergency services where there is an immediate risk.
 - Legal authorities where disclosure is required by law.

When information is shared:

- Only relevant information will be disclosed.
- The reason for sharing information will be considered and recorded.
 - Confidentiality will be maintained as far as possible.

5. Safeguarding Exceptions

Safeguarding is the responsibility of everyone, and I have a professional duty to act where there are concerns about the safety or wellbeing of a child, young person or vulnerable adult.

Confidentiality may need to be broken where:

- A child or young person may be experiencing abuse, neglect or significant harm.
 - A vulnerable adult may be at risk of abuse, exploitation or neglect.
 - There is a serious concern about someone's immediate safety.

In these circumstances:

- I may seek advice from appropriate safeguarding professionals.
 - I may make a referral to relevant safeguarding services.

- I will share only the minimum information necessary.
- Where possible and safe, I will inform you before information is shared.

The safety and wellbeing of the individual will always be the priority.

6. Working with Children and Young People

For the purpose of this policy, a child is anyone under the age of 18 years.

When working with children and young people:

- Confidentiality will be explained in an age-appropriate way.
- Their privacy and developing independence will be respected.
- Parents or carers will not automatically receive details of counselling sessions.
- Information will only be shared where consent has been given, safeguarding concerns exist, or there is a legal requirement.

The welfare and best interests of the child or young person remain central to decisions about confidentiality.

7. Professional Supervision

As required by ethical counselling practice:

- I attend regular clinical supervision.
- I may discuss aspects of my counselling work with my supervisor.
 - Identifying details are reduced wherever possible.
- My supervisor is bound by professional confidentiality.

Supervision supports safe and ethical practice.

8. Client Questions and Concerns

Clients are encouraged to ask questions about confidentiality at any stage of counselling.

If you have concerns about confidentiality or information sharing:

- Please discuss these with me directly.
- You may request further information about how your information is managed.
- You may raise a complaint through my Complaints Procedure.

9. Contact Details

Guided by... Adelle

- Email: info@guidedbyadelle.co.uk
- Telephone: +44 7368 492101
- Website: www.guidedbyadelle.co.uk

10. Policy Review

This Confidentiality Policy will be reviewed annually or sooner if there are changes to legislation, professional guidance or working practices.