



Privacy Policy

Effective Date: 13th July 2026

Last Reviewed: 13th July 2026

1. Introduction

At *Guided by... Adelle*, I am committed to protecting your privacy and handling your personal information responsibly, confidentially and in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the National Counselling and Psychotherapy Society (NCPS) Code of Ethical Practice.

This Privacy Policy explains how I collect, use, store, retain and protect your personal information when you enquire about or receive counselling services.

2. Data Controller

The Data Controller is:

- Name: *Adelle Northall*
- Practice Name: *Guided by...Adelle*
- Email: info@guidedbyadelle.co.uk
- Telephone: *07368492101*
- Business Address: *The Tree House, 118 Oakham road Dudley DY2 7TQ*
- Website: www.guidedbyadelle.co.uk

I am registered with the Information Commissioner's Office (ICO) and comply with UK data protection legislation.

3. What Information I Collect

Depending on the service provided, I may collect:

Personal Information

- Name
- Address
- Date of birth
- Telephone number
- Email address

- Emergency contact details

Therapy Information (Special Category Data)

- Presenting issues
- Relevant medical history (where appropriate)
 - Session notes
 - Assessments
 - Risk information
 - Referral information
- GP details (with your consent where appropriate)

Financial Information

- Payment records
 - Invoices
- Appointment history

I do not retain debit or credit card details.

4. How I Collect Your Information

Information may be collected when:

- You contact me by telephone, email or through my website.
 - You complete an enquiry or registration form.
 - You attend counselling sessions.
- A parent or person with parental responsibility contacts me regarding a child.
 - An organisation refers you for counselling.
 - You provide information during therapy.

5. Why I Collect Your Information

Your information is processed to:

- Respond to enquiries.
- Arrange appointments.

- Provide counselling safely and ethically.
 - Assess suitability for counselling.
 - Maintain accurate clinical records.
 - Process payments.
 - Meet safeguarding responsibilities.
- Comply with legal, ethical and professional obligations.
- Obtain professional clinical supervision.

6. Lawful Basis for Processing

Under UK GDPR, I process your personal information under one or more of the following lawful bases:

- Performance of a contract.
- Legitimate interests.
- Legal obligation.

Special Category Data is processed because it is necessary for the provision of health and therapeutic services under Article 9 of the UK GDPR.

7. Confidentiality

Everything discussed during counselling is treated confidentially.

Confidentiality may only 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 or neglect.
 - Disclosure is required by law.
 - A court orders disclosure.
- Disclosure is necessary to prevent serious crime.

Where appropriate and safe to do so, I will discuss any disclosure with you before information is shared.

8. Working with Children and Young People

For the purposes of this policy, a child is any person under the age of 18 years.

When working with children and young people:

- Consent will be obtained from a parent or person with parental responsibility where appropriate.
- Young people's confidentiality will be respected according to their age, understanding (including Gillick competence where applicable) and legal rights.
- Parents or those with parental responsibility do not automatically have access to counselling records.
- Information will only be shared where there is consent, a legal requirement, or safeguarding concerns.
- The welfare and best interests of the child or young person will always be my primary consideration.

9. Counselling Within Organisations

Where counselling is provided through an employer, school, charity or another organisation:

- Referral information may be provided by the organisation.
- The content of counselling sessions remains confidential.
- Only attendance or agreed administrative information will be shared with the referring organisation unless safeguarding concerns or legal obligations require otherwise.

10. Clinical Supervision

To ensure safe and ethical practice:

- I attend regular clinical supervision in accordance with the NCPS Code of Ethical Practice.
- My clinical supervisor is bound by professional confidentiality.
- Only the minimum necessary information is discussed to support safe and effective practice.

11. Record Keeping

I keep concise factual counselling records which are:

- Accurate.
- Relevant.
- Securely stored.
- Accessible only to authorised persons.

12. Record Retention

Records are retained as follows:

- Adult clients: Seven years after counselling ends.
- Children and young people: Until the client's 25th birthday, or 26th birthday where counselling ended when the client was 17 years old.
- Financial records are retained for the period required by HM Revenue & Customs (HMRC).

Records are securely destroyed once the retention period has expired.

13. Storage and Security

I take appropriate technical and organisational measures to protect your information by using:

- Password-protected devices.
- Secure electronic storage.
- Encryption where appropriate.
- Locked storage for paper records.
- Secure disposal of confidential information.
- Regular software and security updates.

14. Sharing Your Information

Your information will only be shared where necessary with:

- My clinical supervisor.
- Your GP (with your consent where appropriate).
- Safeguarding agencies.
- Emergency services.
- Police or courts where legally required.

Only the minimum necessary information will be disclosed.

15. Online Counselling

If counselling takes place online:

- Secure video conferencing platforms are used.
- You are encouraged to attend sessions from a private location.
- Although every reasonable precaution is taken, no internet-based communication can be guaranteed to be completely secure.

16. Website Cookies

My website may use cookies to:

- Improve website functionality.
- Enhance your browsing experience.
- Monitor website traffic and performance.

You can control or disable cookies through your web browser settings.

17. Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.
 - Request erasure where appropriate.
- Restrict the processing of your information.
- Object to processing in certain circumstances.
- Request data portability where applicable.
- Withdraw consent where processing is based on consent.

Please note that some records cannot be deleted where I have a legal, ethical or professional obligation to retain them.

18. Complaints

If you have any concerns about how your personal information has been handled:

- Please contact me in the first instance so I can try to resolve your concerns.
- If you remain dissatisfied, you have the right to make a complaint to the Information Commissioner's Office (ICO).
- Website: <https://ico.org.uk/make-a-complaint/>
- Telephone: 0303 123 1113
- The ICO provides guidance on your rights and how to raise concerns about the handling of personal information.

19. Contact Details

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20. Policy Review

This Privacy Policy will be reviewed annually or sooner if there are changes to legislation, professional guidance or the way personal information is processed.

The most recent version will always be available on my website.