



Phase Counselling

For every phase of your life

www.phasecounselling.co.uk

Client Privacy Notice

Phase Counselling Ltd ("Phase", "we", "us") provides counselling services through associate counsellors. This notice explains how we use and protect your personal information.

Who we are

Phase Counselling Ltd is responsible for the personal information it collects and holds about you as part of providing and managing our service.

Phase Counselling Ltd

18 Monmouth Grove, Prestatyn, LL19 8TS

Email: info@phasecounselling.co.uk

Company number: 16414295

ICO registration number: ZB983486

What information we collect

We collect only the information we need to provide and manage our service. This may include your contact details, information you provide when arranging or receiving counselling, your counselling contract, relevant assessments and session notes, appointment and payment records, communications with us, and information relating to safeguarding, risk, emergencies, or complaints.

Counselling may involve sensitive personal information, including information about your physical or mental health, relationships, beliefs, racial or ethnic origin, sex life or sexual orientation.

How we use your information

We use your information to arrange and provide counselling, allocate you to an appropriate counsellor, maintain appropriate records, contact you about appointments, manage payments and administration, support professional supervision and safe practice, respond to safeguarding concerns or emergencies, investigate complaints, and meet our legal, professional, and insurance obligations.



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We use personal information only where we have a lawful reason to do so under UK data protection law. Because counselling may involve sensitive information, we also ensure that an appropriate legal condition applies when we process this information.

We do not sell your personal information or use your counselling information for advertising.

How we store your counselling records

Phase maintains a central, access-controlled electronic client record system within its Microsoft 365 environment. Your counsellor is given access only to the records of clients allocated to them and cannot access other counsellors' client folders.

Your record may include your counselling contract, relevant assessments, and session notes. Phase retains these records and controls access to them. We use appropriate security measures and require associates to follow our confidentiality, data protection, and information-security requirements.

Confidentiality and sharing information

Counselling is confidential, but confidentiality is not absolute. We may share relevant information with your counsellor, a counselling/clinical supervisor, authorised people within Phase, organisations providing essential services to Phase, or professional advisers and insurers where necessary.

We may also share information with healthcare, emergency, safeguarding, legal or regulatory authorities where this is necessary and lawful. This may include situations involving serious safeguarding concerns, serious risk of harm, a legal requirement, or a court order.

We will consider any disclosure carefully and share only information that is necessary and proportionate. Our Terms and Conditions of Service and your Client Counselling Contract explain the limits of confidentiality in more detail.

How long we keep your information

We normally keep counselling records for seven years after counselling ends, subject to legal, professional, and insurance requirements. Different periods may apply to some records, including those involving children and young people, safeguarding, complaints, financial matters, or legal claims.



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When information is no longer required, it will be securely deleted, destroyed, or anonymised.

Your rights

Depending on the circumstances, you may have the right to ask us for a copy of your personal information, correct inaccurate information, delete information, restrict or object to how we use it, or provide certain information in a portable format. Where we rely on your consent, you may withdraw it.

These rights are not absolute and legal exceptions may apply. To exercise your rights, email info@phasecounselling.co.uk.

If you have a concern about your personal information

If you are unhappy with how we have collected, used, shared, stored, or protected your personal information, please email info@phasecounselling.co.uk or write to us at the address above.

You do not need to use legal language to make a data protection complaint. We will acknowledge your complaint within 30 days, investigate it appropriately, and tell you about the outcome without undue delay.

You also have the right to raise a concern with the Information Commissioner's Office (ICO), the UK's data protection regulator, if you are dissatisfied with our response.

If your concern is about your counselling, your counsellor, or another aspect of our service, please see our Complaints and Concerns Procedure.

Data breaches

If a personal data breach occurs, we will assess the risk and take appropriate action. We will report it to the Information Commissioner's Office and inform affected individuals where required by law.

International transfers

Some technology providers may process information outside the UK. Where this happens, we will ensure that appropriate safeguards are in place as required by UK data protection law.



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Changes to this notice

We may update this notice if our services, systems, or legal obligations change. The current version will be available on our website.