

Privacy Policy

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Your privacy and safety matter deeply to me. This policy explains how I collect, use, and protect your personal information in accordance with the Data Protection Act 1998 and the UK General Data Protection Regulation (UK GDPR). As a fully online practice working with clients across the UK, Europe, and worldwide, I am committed to being transparent about how your data is handled.

What Information Do I Collect?

When you begin working with me, I will ask you to provide:

- Name
- Email address
- Telephone number
- Date of birth
- General health information
- GP details

If you fill out a survey or sign up for my mailing list, I will collect your name and email address for the purposes described below.

What Do I Use Your Information For?

- To provide you with a professional online counselling and psychotherapy service.
- To schedule and manage appointments and notify you of any changes.
- To seek feedback on your experience in order to improve my service.
- To send you updates, new courses, workshops, and relevant information if you have subscribed to my mailing list.
- To follow up with survey participants who have given permission for me to do so.

Mailing List & Survey Data

If you complete a survey or sign up to my mailing list, your name and email address will be stored securely in SOMBA.io, my email marketing platform. Your data will only be used to send you updates and information relevant to my services.

You can unsubscribe at any time by clicking the unsubscribe link in any email I send. Your data will be removed from my mailing list within 30 days of your request.

I will never sell your data or use it for any purpose other than communicating with you about my services.

Online Sessions & Confidentiality

All sessions are conducted online via Zoom. While I take every reasonable precaution to ensure the security of our sessions, please be aware that transmitting information over the internet is never fully secure. I recommend using a private, secure internet connection for all sessions.

All sessions are conducted in confidence. Brief session notes are kept in accordance with the BACP Ethical Framework. I work with a clinical supervisor — I use only your first name in supervision, nothing that could identify you.

I will not share any information about you with third parties except in the following situations:

- Serious harm — if I have reason to believe sharing information may prevent serious harm to you or another person (including safeguarding adults or children).
- Legal compliance — where I am required to share information by law (e.g. cases involving terrorism, fraud, or money laundering).

How Do I Keep Your Information Safe?

- Session notes and client records are stored securely in encrypted electronic storage and retained for 7 years as required by my insurance provider, after which they are permanently deleted.
- Your contact details are stored electronically and deleted within one month of your last session.
- Emails and messages are deleted within one month of sending.
- Appointments are managed via email and occasionally through Calendly. Calendly's own privacy policy applies to any data processed through their platform.
- Mailing list data is stored and managed via SOMBA.io.

Your Rights

Under the UK GDPR, you have the right to:

- Request a copy of any personal information I hold about you.
- Ask me to correct inaccurate or incomplete information.
- Withdraw your consent at any time (please note this would require ending our counselling work together).
- Request that your data be deleted, subject to my legal obligations.
- Lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk.

Website & Cookies

My website uses cookies to improve your experience and Google Analytics to understand how visitors use the site. Google's own privacy policy applies to data collected through Analytics. You can manage or disable cookies through your browser settings. My website may contain links to third-party websites — once you leave www.gosiacounselling.com, I am not responsible for those sites' privacy practices.

Changes to This Policy

I may update this policy from time to time. Any significant changes will be communicated to you as soon as possible.