

Privacy Policy

Effective Date: 30th June 2026

Privacy Policy for Laura Kelsey Therapy

At Laura Kelsey Therapy, I am committed to protecting your privacy and handling your personal information with care, confidentiality, and in accordance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

What Information I Collect

I may collect and process the following personal information:

- Your name, address, email address, and telephone number.
- Date of birth and emergency contact details (where appropriate).
- GP details (if provided).
- Information you share during enquiries, consultations, and counselling sessions.
- Appointment dates and attendance records.
- Payment and invoicing information.
- Any information required to assess risk or provide a safe and effective counselling service.

Why I Collect Your Information

Your personal information is collected to:

- Respond to your enquiries.
- Arrange and manage appointments.
- Provide counselling services.
- Maintain confidential client records.
- Process payments.
- Meet legal, ethical, and professional obligations.
- Protect you or others where there is a serious safeguarding concern.

Lawful Basis for Processing

I process your personal information under one or more of the following lawful bases:

- Performance of a contract (providing counselling services).

- Legitimate interests (managing my practice).
- Legal obligation (where required by law).
- Explicit consent where required for special category health-related information.

Confidentiality

Everything discussed during counselling is treated as confidential.

However, confidentiality may need to be broken if:

- There is a serious risk of harm to you or another person.
- There are safeguarding concerns involving a child or vulnerable adult.
- Disclosure is required by law or a court order.
- Professional supervision requires discussion of your case. In supervision, identifying details are kept to a minimum wherever possible.

Where practical and appropriate, I will discuss any necessary disclosure with you first.

How Your Information Is Stored

Your information is stored securely using appropriate physical and electronic safeguards.

Reasonable steps are taken to protect personal information from loss, misuse, unauthorised access, disclosure, or alteration.

How Long Information Is Kept

Client records are retained for 3 years after the end of counselling in accordance with professional guidance and legal requirements, after which they are securely destroyed.

Sharing Your Information

Your information will not be shared with third parties unless:

- You have given your consent.
- It is necessary to protect someone's vital interests.
- It is required by law.
- It is necessary for safeguarding purposes.

Where third-party service providers (such as secure practice management software or accountants) process data on my behalf, they are required to keep your information secure and confidential.

Your Rights

Under UK data protection law, you have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.
- Request erasure of your personal information where appropriate.
- Request restriction of processing.
- Object to certain types of processing.
- Request data portability where applicable.
- Withdraw consent where processing relies on consent.

Some rights may be limited where counselling records must be retained for legal or professional reasons.

Website and Cookies

If this website uses cookies, they are used to improve website functionality and user experience. You can manage cookie preferences through your browser settings.

Contact

If you have any questions about this Privacy Policy or how your information is handled, please contact:

Laura Kelsey

Laura Kelsey Therapy

Email: lurakelseytherapy@gmail.com

If you are unhappy with how your personal information has been handled, you have the right to make a complaint to the Information Commissioner's Office (ICO). ICO registration number for this business is: ZC181637

Changes to This Policy

This Privacy Policy may be updated from time to time. The latest version will always be available upon request and, where applicable, on my website.