



North Bristol Counselling Privacy Policy

Privacy Policy

This privacy policy sets out how North Bristol Counselling uses and protects any information you give when you use this website.

I am committed to ensuring that your privacy is protected. If I ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Gaining your consent

When you contact North Bristol Counselling I will tell you how your information will be used and that it may be necessary to share this with other services and organisation. If you do not want me to share your information you should let me know. There may be times when I may need to share information without your consent. These include:

- Where I believe there to be a concern of danger to yourself, a child, or a third party;
- If I am required to do so by a court or law.

What information do I record?

Personal information:

- Full name
- Date of birth
- Address
- Telephone number
- GP practice
- Emergency contact
- Any medication, physical/mental health difficulties

What do I use it for?

I may use some of this information to:

- Maintain records;
- Respond to enquiries;
- Protect you and other people.

Information Security

I recognise that the information you provide may be sensitive and I will protect your confidentiality. I keep information about you confidential. This means I store it securely and control who has access to it. I will only share such information as necessary, and where I am satisfied that the other organisation is entitled to receive it and will keep your information safe.

Corrections and concerns

If you believe the information I hold about you is incorrect or out of date, or if you have concerns about how I am handling your personal information, please contact me and I will try to resolve these concerns.

If you wish to have your personal information deleted, please let me know and I will take reasonable steps to delete it (unless I need to keep it for legal, auditing or internal risk management reasons).



If I become aware of any concerns or problems concerning my privacy practices, I will take these issues seriously and work to address them.

Data Controller

At North Bristol Counselling, the named data controller is Jessica Bennion. I am responsible for collecting and processing your personal information. Processing includes the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies.

The information you provide will be processed mainly in connection with the administration of my services. A full list of what information I control and process and for what purposes is set out in my notification with the Information Commissioner's Register of Data Controllers. My registration number is ZA292586. You can view my registration at the ICO website.

If you have difficulty understanding this information or want to ask more questions, please contact me on 07378 166 174 or email info@northbristolcounselling.co.uk

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