

RT008 – Privacy Notice

Written and agreed: August 2026

Review date: August 2027

Our Commitment to Your Privacy

Rutland Therapists respect your privacy and are committed to protecting your personal information.

This Privacy Notice explains what information we may collect about you, why we need it, how it is used and stored, and your rights in relation to your personal information.

Each therapist working under Rutland Therapists practises independently and is the **data controller** for the personal information relating to their own clients.

Information We May Collect

To provide counselling safely and professionally, we may collect information including:

- your name, date of birth and contact details;
- emergency contact details;
- information you provide when making an enquiry or arranging counselling;
- relevant personal, health or wellbeing information;
- brief counselling records and notes;
- appointment and payment information; and
- for children and young people, relevant parent/carer and consent information.

Counselling may involve sharing sensitive personal information. We recognise the importance of protecting this information and handle it with particular care in accordance with data protection law.

Where We Get Your Information

Most of the personal information we hold is provided directly by you.

We may also receive relevant information from a parent or carer, someone referring you to us, another professional involved in your care or support, or another Rutland Therapists therapist where you have agreed to a referral.

How and Why We Use Your Information

We only collect and use personal information where we have a lawful reason to do so. This includes information needed to:

- respond to enquiries and arrange appointments;
- provide counselling and manage our work with you;
- maintain appropriate and secure client records;
- manage payments; and
- meet our professional, safeguarding and legal responsibilities.

We use your information where it is necessary to provide counselling, meet our legal and professional responsibilities, and run our practice safely and effectively.

Personal information is handled in accordance with UK data protection law, including the UK GDPR and Data Protection Act 2018.

Confidentiality and Sharing Information

Your personal information and counselling records are treated confidentially.

We will not sell your personal information or share it with other organisations for marketing purposes.

Information will not normally be shared with another person or organisation without your knowledge.

There may, however, be occasions when we need to share relevant information in order to provide safe and appropriate support, protect someone from harm, or meet our professional or legal responsibilities.

- your therapist's clinical supervisor;
- safeguarding, healthcare or other appropriate professionals;
- emergency services where necessary;
- professional bodies, insurers or legal advisers where appropriate; or
- another therapist or service where you have agreed to a referral.

We will only share information that is necessary and relevant. Wherever safe and appropriate, this will be discussed with you first.

Further information can be found in the RT003 – Confidentiality Policy and RT004 – Safeguarding Policy.

Clinical Supervision

Therapists attend regular clinical supervision as part of safe and ethical practice.

Aspects of counselling may be discussed during supervision, but information is anonymised and clients are not identified.

How We Keep Your Information

Personal information and counselling records are kept securely and access is limited to those who have a legitimate reason to access them.

We only keep personal information for as long as it is reasonably necessary. As a general practice, counselling records are retained for:

- Adults: up to 7 years after counselling ends.
- Children and young people: until the young person reaches age 25.

Records may be retained for longer where there is a legal, safeguarding, professional or insurance reason to do so.

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

Your Rights

Under data protection law, you have rights relating to your personal information. Depending on the circumstances, these may include the right to:

- ask what personal information is held about you;
- request that inaccurate information is corrected;
- ask for information to be erased in certain circumstances;
- ask for the use of your information to be restricted in certain circumstances;
- and
- object to certain uses of your personal information.

You may also request access to the personal information held about you, including your counselling records where applicable.

If we rely on your consent to use your information for a particular purpose, you have the right to withdraw that consent.

If you have any questions or concerns about how your personal information is being used, please contact your therapist.

If you have a concern about how your personal information has been handled, you have the right to raise this with us and also to make a complaint to the Information Commissioner's Office (ICO).

Children and Young People

When providing counselling to children and young people, their personal information will be handled with the same care and confidentiality.

Information relating to parents or carers, parental responsibility and consent may also be collected where appropriate.

The young person's privacy will be respected while recognising that information may sometimes need to be shared to protect their safety or the safety of another person.

Contact

If you have questions about this Privacy Notice or how your personal information is handled, please contact your therapist in the first instance, as each therapist is responsible for the personal information relating to their own clients.

Rutland Therapists

Email:

Website: