



Lizzie Buckwell Counselling
Elizabeth Buckwell MBACP | Integrative Counsellor
Counselling for Children, Young People and Adults
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Data Protection and Privacy Policy

How I collect, use, protect and share your personal information

This policy explains how I handle your personal information when you contact Lizzie Buckwell Counselling, while you receive counselling, after counselling ends, and for the period when I keep your records.

I am committed to protecting your privacy while providing professional counselling. I handle personal information in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and changes made by the Data (Use and Access) Act 2025.

Who I am and how to contact me

I am Elizabeth Buckwell, trading as Lizzie Buckwell Counselling. Lizzie Buckwell Counselling is the data controller and is registered with the Information Commissioner's Office (ICO), registration reference ZB743833. I must explain your rights and ask for your consent.

For questions about this policy, or to use your data protection rights, email counselling@buckwell.co.uk.

Information I collect

To provide counselling, I may collect the following information:

- **Identity and contact details:** your name, address, telephone number or numbers, email address, next of kin and emergency contact details.
- **Personal details:** your age, gender identity, pronouns, date of birth and relationship status.
- **Medical and health information:** your GP's contact details, medical history, diagnosis, medication, treatment history and disability information.
- **Social information:** information about your family, education, employment and lifestyle.
- **Session records:** dates you attended and brief session notes.
- **Payment records:** a record of payments.
- **Communications:** emails, texts and other electronic correspondence.

Information that needs extra protection

During our work together, I may record a limited amount of personal information that the law treats as particularly sensitive. I apply additional security controls to this information. It may include:

- race or ethnic origin
- gender identity, sexuality and relationship status
- religious or philosophical beliefs
- health information

How I collect your information

I usually collect information directly from you. This may happen when you first contact me, during an initial discussion or assessment, during counselling sessions, or in correspondence between sessions. I may collect it in person, through my website, by email or message, and by telephone.

Why I use your personal information

I use the personal information needed to carry out my role. I use it to:

- provide counselling and understand your mental health needs
- communicate with you, arrange appointments, provide progress updates and send reminders
- keep accurate records of your care for clinical and legal purposes
- meet legal and regulatory duties, including reporting child abuse or safeguarding concerns

The lawful basis I rely on depends on why I am using the information. For most purposes, I process your personal information so that I can provide counselling. I may be unable to provide counselling safely and competently if you do not provide information that is needed for this work.

Professional supervision

As a counsellor registered with the British Association for Counselling and Psychotherapy (BACP), I must have regular supervision to support client and counsellor safety. If I discuss client matters in supervision, I use anonymised information and protect the client's identity.

If I am unexpectedly unable to work

I have made a clinical will for use if unexpected illness or death means I cannot work. A trusted and responsible BACP-registered counsellor will act for me. They must respect confidentiality and follow GDPR requirements. They will tell clients what has happened and provide appropriate support.

Information collected through my website

When you visit lizziebuckwellcounselling.co.uk, I collect anonymous visitor information for website statistics. This may include your network address, location, search engine, the date and time of your visit, the pages you visited, your operating system and other device information.

You can set your browser to decline this collection. If you do, some parts of the website may be inaccessible or may not work properly.

WebHealer hosts my website and follows UK data protection requirements. The website does not store personal information, apart from temporary information used to contact me.

When I share personal information

I do not share your personal information with third parties unless this is needed to provide my services or meet a legal duty. When I do share information, I take appropriate steps to make sure the third party protects it and uses it only for the authorised purpose.

I will never give your contact details to a third party for sales, marketing or research.

Outside the circumstances described in this policy, I will not share your information without your clear consent.

Emergencies and other exceptional circumstances

If I believe there is a serious risk that you may harm yourself, or that someone you have discussed may be harmed, I may share your contact information with an emergency service or your GP. Counselling is not an emergency service and I cannot provide emergency support 24 hours a day, seven days a week.

I may also have to disclose your personal information to meet a legal or ethical duty. I will discuss this with you wherever possible. However, I may still have to disclose the information if you do not consent. This may apply when:

- you may be at risk of serious harm
- you may cause serious harm to someone else
- a child or an adult at risk needs safeguarding
- the information concerns offences under the Prevention of Terrorism Act 2000
- the information concerns serious crime under the Serious Crime Act 2007
- the information concerns drug trafficking, human trafficking or money laundering
- I have a legal duty relating to a road traffic collision under the Road Traffic Act 1991
- a court or another lawful authority orders me to disclose information

How I protect your information

I use appropriate safeguards to protect personal information from unauthorised access, use, disclosure, alteration or destruction. These safeguards include:

- **Physical security:** access to client records is limited to authorised people.
- **Technical security:** information is stored securely within the EU. Access requires strong authentication, and the information is encrypted while it is being sent and while it is stored.

How long I keep and dispose of information

I keep personal information only for as long as it is needed for the reason it was collected. I securely delete it seven years after your last counselling session. If you were under 18, I securely delete it seven years after you turn 18.

Your rights

You have the following rights in relation to your personal information:

- **Information:** know what personal information I collect and how I use it. This policy is intended to provide that information.
- **Access:** ask for the information I hold about you and find out how I use it.
- **Correction:** ask me to correct information that is inaccurate or incomplete.
- **Deletion:** ask me to delete your information. I may still need to keep some information so that I can practise lawfully and competently.
- **Restriction:** ask me to limit how I use your information in certain circumstances.
- **Data portability:** ask for a copy of your personal information in a structured, commonly used and machine-readable format, and send it to another data controller.
- **Objection:** object to how I use your personal information in certain circumstances.
- **Withdrawal of consent:** where I rely on your consent, withdraw it at any time. This does not affect how I used your information before you withdrew consent.

To exercise any of these rights, contact me as the data protection contact for Lizzie Buckwell Counselling at counselling@buckwell.co.uk. I will acknowledge your request within seven working days and give you a final response within 30 days of receiving it.

Concerns and complaints

If you are concerned about how I handle your personal information, please contact me by email. Describe the concern as clearly as you can and include relevant dates or details. I would be grateful for the opportunity to resolve the matter before you contact the ICO.

I will acknowledge a complaint within 30 days of receiving it. I will then investigate and respond without undue delay.

You can complain directly to the Information Commissioner's Office (ICO) about how I use your personal information. If you are not satisfied with my response, you can contact the ICO at ico.org.uk or call 0303 123 1113.

Changes to this policy

I may update this policy from time to time. An updated version takes effect on the date it is posted on my website. Please check the website periodically for updates. If I plan a significant change or a new use of your information that affects you, I will tell you before it begins.