

Privacy Policy

It is important that you feel confident and comfortable with how any personal information you share with me will be looked after and used. This Privacy Policy sets out how I collect, use and store any information that could identify you.

Who I am

I am Diane Lazenby, the owner and sole practitioner of The Counselling Service, Boston Spa. A Registered Member of the British Association for Counselling and Psychotherapy (BACP), I offer professional counselling to individual adults and young people aged 16 and over.

What information do I collect about you?

I collect information about you when you enquire about my services and when you receive counselling from me. This includes contact information, notes of our sessions and personal information relevant to our work.

How will I use information about you?

I only use the information that I collect to provide safe, therapeutic and ethical counselling and to administer our work.

I would only ever share it with a third party if:

- You asked me to
- I was required to by law
- I believed there was a risk of serious harm to yourself or someone else

I will never use your information for marketing purposes.

How do I store your information?

Your contact details are kept on my password-protected phone, tablet and personal computer. I also keep a paper copy in a locked cabinet.

I keep a brief, hand-written summary of each session. These notes are anonymised and kept in a locked cabinet separate to any documents that could identify you.

How long do I keep your information?

I keep records for 7 years after we have stopped working together, at which point they will be securely destroyed.

Access to your information

You have the right to request a copy of the information I hold about you.

You can ask for it to be amended if it is incomplete or inaccurate and, in certain circumstances, can request that it be deleted.

Changes to Privacy Policy

I will regularly review this Privacy Policy and revised versions will be available in the future on my website: www.dianelazenby.co.uk

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