



Privacy Notice

As your counsellor, I take your privacy very seriously. This notice explains what personal information I collect, how I use it, how I keep it safe, and your rights regarding your data.

1. Who I Am

I am Jessica Grasham, a Person-centred Counsellor and accredited member of BACP (Registration Number: 413368). For the purposes of data protection laws, I am the Data Controller of your personal information.

- **Address:** The Yurt, Kirkton of Slains Cottage, Collieston AB41 8SU
- **Website:** www.jessicagrasham-counselling.com
- **Email:** jessicagrashamcounselling@gmail.com
- **ICO Number:** ZA370272

2. Who My Service Is For

My counselling practice is for adults only (aged 18 and over).

3. What Information I Collect & Why

- **Contact details:** Your name, phone number, email address, and date of birth.
- **Emergency info:** An emergency contact name and details.
- **Brief session notes:** A minimal summary of our sessions to track our therapeutic progress.

Lawful Basis: I process your basic data to fulfil our agreement (contract). Because counselling information is “special category data,” I process it under the basis of providing health or social care.

4. Confidentiality & Its Exceptions

- **Safety:** If I believe you or someone else is at risk of serious, imminent harm.
- **Law:** If I am legally required to do so (e.g., by court order, terrorism, money laundering laws).
- **Supervision:** I discuss my practice with a supervisor to ensure ethical work. Your identity is completely anonymous.

5. How I Store Your Data & For How Long

- **Digital Data:** Emails, texts, or digital records are kept on secure, password-protected, or encrypted devices.
- **Paper Data:** Handwritten notes are stored securely in a locked cabinet and coded anonymously.
- **Third-Party Services:** I use Gmail and Wix to manage email and host this website. Both are based in the US and provide standard contractual safeguards for data transferred outside the UK.
- **Retention:** I keep your session notes for 7 years after our final session in line with professional insurance rules, after which they are securely destroyed.

6. Your Rights

- See the information I hold about you (via a verbal or written request).
- Ask me to correct mistakes or complain to the Information Commissioner’s Office (ICO).
- Ask me to delete your info (subject to legal and insurance record-keeping requirements).
- **Raise a data protection complaint:** Contact me directly in the first instance and I will respond within a reasonable timeframe. You may also complain to the ICO at any time (ico.org.uk).

7. Consent

By signing our initial agreement or continuing with our sessions, you agree to me holding and processing your data as described above.

