

Customer privacy notice

Contact details; Telephone; [07565195835](tel:07565195835); Email; info@richardcurtiscounselling.com

This privacy notice tells you what to expect us to do with your personal information.

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What information we collect, use, and why

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information
- Health and safety information
- Any other personal information required to comply with legal obligations
- Safeguarding information

We also collect or use the following special category information to **comply with legal requirements**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information

- Sex life information
- Sexual orientation information

We collect or use the following personal information to **protect client welfare**:

- Names and contact information
- Health and wellbeing information
- Emergency contact details

We also collect or use the following special category information to **protect client welfare**. This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information
- Sex life information
- Sexual orientation information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- [Your right of access](#) - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.

- An individual can make a SAR verbally or in writing, including on social media. A request is valid if it is clear that the individual is asking for their own personal data. An individual does not need to use a specific form of words, refer to legislation or direct the request to a specific contact.
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- An individual may ask a third party (eg a relative, friend or solicitor) to make a SAR on their behalf. You may also receive a SAR made on behalf of an individual through an online portal. Before responding, you need to be satisfied that the third party making the request is entitled to act on behalf of the individual. It is the third party's responsibility to provide evidence of their authority.
 - **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
 - **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
 - **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
 - **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
 - **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
 - **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to comply with legal requirements:**

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below: If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information. If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract. The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called ‘special category personal information’. The lawful basis for me processing any special categories of personal information is consent initially. I will then retain any counselling records in case of the need to reference them in the future (the official legal basis is to defend against potential legal claims).

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information to **protect client welfare** are:

- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- The personal information we collect from you is for the purposes of providing benefit for a clients welfare. This includes physical safety, mental wellbeing and emotional stability and to be used in the case of serious risk of harm to self or others.
- This information is collected to be able in providing a considered care plan in best supporting your needs and benefit by enabling access to other support providers and emergency services.
- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

For more information on our lawful basis to protect client welfare you can contact us using the contact details set out above.

Where we get personal information from

- Directly from you
- Mental health professionals (in cases of referrals)
- Other counselling professionals (in cases of referrals)

How long we keep information

We keep your information for a period of 7 years from your therapy with us ending, after which it will be destroyed/erased securely.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

Others we share personal information with

- Supervision providers in an anonymized form.

- Third parties: In the case of emergency we may need to inform the appropriate service with your personal information such as:
 - Relevant medical practitioners such as your G.P.
 - Emergency services
 - In the event of my death or serious illness/injury that prevents me continuing as your therapist a **Clinical Will** is made available to a pre-appointed counselling professional to oversee my current clients transition to alternative therapists. They will also oversee the arrangements for any of your stored personal data to ensure compliance with GDPR regulations. You have the right to be informed of the assigned counsellor/therapist beforehand, and retain the right to withdraw from this process and make your own arrangements should you wish to do so.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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