

JC Therapy
Data Protection Policy



Purpose

JC Therapy is committed to protecting your privacy and handling your personal information lawfully, fairly and securely in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR). Confidentiality and the protection of your personal information are fundamental to the therapeutic relationship.

Data Controller

Jon Arber/JC Therapy

Email: jc.therapylb@outlook.co.uk

Telephone: **07503464553**

ICO Registration Number: **ZC121604**

Information Collected:

To provide counselling safely and effectively, I may collect:

- Name and contact details
- Date of birth
- Emergency contact details
- GP details (where appropriate)
- Relevant health and wellbeing information
- Brief clinical session notes
- Appointment and payment records
- I only collect information that is necessary to provide counselling and meet my professional, legal and insurance obligations.

How Your Information Is Used:

Your information is used to:

- Respond to enquiries and manage appointments.
- Deliver counselling services.
- Maintain appropriate clinical records.
- Meet legal, ethical and insurance requirements.
- Your personal information is never used for marketing without your explicit consent.

Storage, Security and Retention

Your information is stored securely using password-protected and encrypted electronic systems and, where applicable, locked storage for paper records.

Access is restricted to me unless disclosure is required by law, safeguarding responsibilities or a serious risk of harm.

Client records are retained in accordance with professional guidance and insurance requirements before being securely destroyed.

Confidentiality and Information Sharing

Your information will remain confidential and will only be shared with your knowledge and consent unless:

- Required by law.
- There is a serious risk of harm to yourself or others.
- Safeguarding responsibilities require disclosure.
- Disclosure is ordered by a court.
- Where professional supervision is used, discussions are anonymised wherever possible.

Your Rights

Under UK GDPR, you have the right to:

- Access your personal information.
- Request correction of inaccurate information.
- Request restriction or deletion of information where applicable.
- Object to certain types of processing.
- Complain to the Information Commissioner's Office (ICO).
- Requests will normally be responded to within one calendar month.

Website and Electronic Devices

The JC Therapy website may use cookies and anonymous analytics to improve performance. Any information submitted through the website is used solely to respond to your enquiry.

To help maintain confidentiality, clients are encouraged to silence mobile phones, smartwatches and other internet-connected devices during sessions.

Recording Sessions

Sessions will only be recorded with your explicit written consent. Recordings are stored securely, used only for the agreed purpose, and permanently deleted when no longer required.

Policy Review

This policy is reviewed annually, or sooner if there are changes to legislation, professional guidance or the operation of JC Therapy.