

Privacy Policy Phil Johnson Counselling

Effective Date: 01/10/2026

Last Updated: 01/10/2026

Privacy Policy

Your privacy is extremely important to me. As a registered counsellor, I am committed to protecting your personal information and handling it in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the ethical requirements of the British Association for Counselling and Psychotherapy (BACP).

This Privacy Policy explains what personal information I collect, why I collect it, how it is stored, and your rights regarding your information.

1. Data Controller

The Data Controller responsible for your personal information is:

Phil Johnson

Trading as: Phil Johnson Counselling

Address: 11 Kirk Croft

Email: hello@philjohnsoncounselling.co.uk

Telephone: 07741 526720

If you have any questions about how your information is handled, please contact me using the details above.

2. What Personal Information I Collect

I collect information that is necessary to provide safe, ethical and effective counselling services.

This may include:

- Your name
- Address
- Telephone number
- Email address
- Date of birth
- Emergency contact details
- GP details (where appropriate)

- Information relating to your physical and mental health
- Personal history relevant to therapy
- Session notes
- Appointment records
- Payment and invoicing information
- Any correspondence between us

Some of this information is classified as **Special Category Data** under UK GDPR because it relates to your health.

3. How I Collect Your Information

Information may be collected when you:

- Contact me by telephone or email
 - Complete an enquiry or registration form
 - Book appointments
 - Attend counselling sessions
 - Complete assessment forms
 - Communicate with me throughout therapy
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4. Why I Collect Your Information

Your information is used to:

- Respond to your enquiry
- Arrange appointments
- Provide professional counselling services
- Maintain confidential clinical records
- Ensure your safety and wellbeing
- Contact you regarding appointments
- Process payments
- Meet legal, professional and insurance requirements
- Comply with BACP ethical standards

I only collect information that is necessary for these purposes.

5. Lawful Basis for Processing

Under UK GDPR, I process your personal information under the following lawful bases:

Article 6 UK GDPR

- Performance of a contract
- Legitimate interests
- Compliance with legal obligations

Article 9 UK GDPR (Special Category Data)

Health information is processed because it is necessary for:

- The provision of health or social care
 - Establishing, exercising or defending legal claims where applicable
 - Your explicit consent where required
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6. Confidentiality

Everything discussed during counselling is treated as confidential.

However, confidentiality may need to be broken if:

- There is a serious risk of harm to yourself.
- There is a serious risk of harm to another person.
- There are safeguarding concerns involving a child or vulnerable adult.
- Disclosure is required by law or court order.
- Information is required to prevent serious crime or terrorism.

Wherever possible, I will discuss any necessary disclosure with you before taking action unless doing so would increase the risk of harm.

7. Clinical Supervision

As required by the BACP Ethical Framework, I attend regular professional supervision.

During supervision, aspects of our work may be discussed to ensure safe and ethical practice.

Your identity is protected wherever possible, and supervisors are themselves bound by strict confidentiality and data protection requirements.

8. Storage of Your Information

Your personal information is stored securely.

This may include:

- Password-protected electronic records
- Encrypted digital devices
- Locked filing cabinets for paper records
- Secure cloud storage where appropriate

Reasonable technical and organisational measures are in place to protect your information from unauthorised access, loss or disclosure.

9. How Long I Keep Records

In accordance with professional guidance and insurance requirements, counselling records are normally retained for **seven years** after counselling has ended.

For clients who were under 18 at the end of therapy, records may be retained until the client's **25th birthday** (or **26th birthday if they were 17 when therapy ended**) in line with safeguarding guidance.

Once the retention period has expired, records are securely destroyed.

10. Sharing Information

Your information will never be sold or shared for marketing purposes.

Information will only be shared where necessary with:

- My clinical supervisor (using anonymised information wherever possible)
 - Professional indemnity insurers (if required)
 - Legal advisers
 - Emergency services where there is an immediate risk
 - Courts where legally required
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11. Online Counselling

If counselling is provided online, I use secure platforms that provide appropriate levels of privacy and security.

While every effort is made to ensure confidentiality, no internet-based communication can be guaranteed to be completely secure.

12. Website and Cookies

If you visit my website, limited technical information may be collected automatically, including:

- IP address
- Browser type
- Device information
- Website usage statistics

This information is used to improve the website and does not normally identify you personally.

Cookies may also be used. You can control cookies through your browser settings.

13. Your Rights

Under UK GDPR you have the right to:

- Request access to your personal information.
- Request correction of inaccurate information.
- Request erasure where legally appropriate.
- Request restriction of processing.
- Object to certain types of processing.
- Request transfer of your data where applicable.
- Withdraw consent where consent is the lawful basis for processing.

Please note that some rights may be limited where counselling records must be retained to comply with legal, ethical or insurance obligations.

14. Complaints

If you have concerns about how I handle your personal information, I encourage you to contact me first so that I can try to resolve the matter.

If you remain dissatisfied, you have the right to make a complaint to the Information Commissioner's Office (ICO) ico.org.uk.

15. Changes to This Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation or professional practice.

The latest version will always be available upon request and, where applicable, on my website.

Contact

If you have any questions regarding this Privacy Policy or how your information is handled, please contact:

Phil Johnson

Phil Johnson Counselling

Email: hello@philjohnsoncounselling.co.uk

Telephone: 07741 526720

Thank you for trusting me with your personal information. Protecting your privacy is an important part of providing a safe, ethical and professional counselling service.