

Privacy Policy

We respect your privacy and understand how important it is that your information remains secure. The only personal information that is held about you, is the information that you provide or any references that you may refer to. Where possible and to the best of our ability we will protect all personal information that might identify you, i.e., usually by not referring to you by your name and keeping notes anonymised.

All information is kept internally and is not shared unless absolutely necessary, such as with accountants/bookkeepers for financial and administration purposes if you pay online, or with supervisors, where confidentiality remains upheld to the best of our ability.

In the following exceptional circumstances your information may be shared with other agencies: immediate risk of substantial harm to self or others or under a legal requirement such as: terrorism, money laundering, disclosure of FGM or via a court order for disclosure.

If you choose to pay online, your financial details are held on computers for auditing purposes only and these files are password protected and encrypted.

You may have provided the following data:- contact information, relevant past experiences, medications or relevant health issues, personal and private situations. All this data is held in confidence, and we abide by a strict Professional Code of Ethics, set by our regulatory body, the BACP. This is available online or by hard copy at your request. Any hardcopy data is stored in private locked storage, separate to our office premises.

If required, River Counselling Services are happy to provide individuals with the full information we hold on them and will record any concerns that an individual may have. We can explore alternative IT provisions if necessary and can make amendments as required, such as in the case of dual relationships. We are more than happy to remove or correct any information held at your request. To obtain a copy of your data, please email hello@rivercounsellingservices.co.uk

Client records are kept for 5 years and then securely destroyed.

We will immediately communicate any breach in personal data with the relevant individuals, should this occur. We are registered with the Information Commissioners Office (ICO).