

Privacy Policy.

Your privacy is important to me and any personal information will be kept safely .
I adhere to current data protection legislation.

Sarah Trent at Cascata Counselling is the data controller, the person that has responsibility for holding people's personal data.

I am registered with the Information Commissioner's Office.

The GDPR (General Data Protection Regulation) states that I must have a lawful basis for processing your personal data.

If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding your personal information.

If you are currently having therapy or 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 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 category of personal information is that it is for provision of health treatment (in this case counselling/coaching).

How I use your information:

When you contact me with an enquiry about my services, I will collect information to help me satisfy your enquiry. If you decide not to proceed, I will ensure that all your personal information is deleted within 3 months.

While you are accessing my services, everything you discuss with me is confidential. That confidentiality will only be broken if :

There is a risk of harm to you or someone else.

To prevent or detect a crime, including money laundering or terrorism.

When required by law.

I will always try to discuss this with you before breaking confidentiality unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help the service run smoothly. These details are kept securely on a computer and are not shared with any third party. I will keep written notes on each session.

Once the service is ended, your records will be stored for 7 years and are then deleted.

Your rights:

You have a right to request that your personal information is deleted sooner or to limit how I use your personal information.

You have a right to ask for a copy of any information that I hold about you and to correct any mistakes there may be within the information I hold about you.

To make a request for any personal information I may hold on you, please put the request in writing addressing it to:

contact@cascatacounselling.co.uk

If you have any complaints about how I handle your personal data please do not hesitate to contact me on the above email.

To make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK.

By engaging with Sarah Trent/Cascata Counselling services, you confirm that you have reviewed and accepted this GDPR policy.