# Forth Counselling

## Privacy Notice

Date: 12 October 2026

### About this notice

This notice explains how Forth Counselling ("we", "us") collects, uses and looks after your personal information when you have counselling or therapy with us. Please read it alongside your therapy contract.

We are responsible for your information. In data protection law this makes us the "data controller".

You can contact us about anything in this notice at erin@forthcounselling.com

### Information we hold about you

Contact details: your name, email address, phone number, postal address and date of birth.

Emergency contact and GP details, if you choose to give them.

Appointment details: dates, times and attendance.

Notes: brief notes written by your therapist to support your therapy.

Questionnaires and forms you complete, including outcome measures.

Payment records: invoices and payments. We do not store your card details.

Messages between you and us.

A record of documents you have acknowledged, including the date, time and the internet (IP) address used.

Information about your physical or mental health is known in law as "special category data" and is given extra protection.

### How we use your information

We use your information to provide, plan and review your therapy; to arrange appointments and send reminders; to invoice you and take payment; to keep in touch with you about your therapy; and to meet our legal, professional and insurance obligations.

We discuss our work in clinical supervision, which is a professional requirement. We do this in a way that does not identify you.

We do not use your information for marketing and we never sell it.

## Our legal reasons for using your information

Data protection law requires us to have a legal reason, known as a "lawful basis", for using your information.

We use your information to provide the therapy you have asked for and to take payment for it. We also have a legitimate interest in keeping accurate records so that we can provide safe, professional therapy, and we have legal obligations to keep some records.

We use information about your health because it is needed to provide health and care services, and because we owe you a duty of confidentiality.

In rare cases we may use or share information to protect you or someone else from serious harm, or because the law requires it.

## Confidentiality

What you share in therapy is confidential. There are limited situations where we may need to share information without your agreement, for example if there is a serious risk of harm to you or someone else, a safeguarding concern about a child or vulnerable adult, or where required by law or a court. Wherever it is safe to do so, we will talk to you first. Your therapy contract explains this in more detail.

## Who we share your information with

We only share your information where we need to.

Our records are kept in Sessionly, a secure practice management system. Sessionly stores and processes information only on our instructions, under a written data processing agreement. Sessionly uses a small number of trusted suppliers, for example to host data and send emails. Its list of suppliers is published on its website.

If you pay online, your payment is handled by a payment provider. We may share invoice records, but not clinical information, with our accountant.

Your records can be seen by your therapist and, where we work as a team or agency, by a small number of staff who manage the service. This happens only where there is a genuine need.

We will only share information with your GP or other professionals with your agreement, or in the situations described under Confidentiality.

If there is a complaint or claim, we may need to share relevant information with our professional body or insurer.

## Where your information is stored

Your records are stored securely in the UK. Some of Sessionly's suppliers, for example for sending emails, may handle limited information such as your name and email address outside the UK. Where this happens, the safeguards required by UK data protection law are in place.

## How long we keep your information

We keep your records for seven years after our last contact with you, in line with professional guidance and insurance requirements. After that they are securely deleted.

You can ask us to delete your information sooner. We will do so unless we have a legal or professional reason to keep it. We will always keep a record, without your name, showing that you acknowledged documents such as your therapy contract and when, so that we can show they were in place.

## Keeping your information safe

Your information is encrypted, both when it is stored and when it is sent over the internet. Access is protected by passwords and two-step verification and is limited to people who need it. Access to records is logged.

## Your rights

You have the right to:

- ask for a copy of the information we hold about you

- ask us to correct anything that is wrong

- ask us to delete your information (see How long we keep your information)

- ask us to limit how we use your information, or object to how we use it

- ask for your information in a format you can take elsewhere, in some circumstances

To use any of these rights, contact us at the email address at the top of this notice. We will reply within one month. There is normally no charge.

## Complaints

If you are unhappy with how we have handled your information, please contact us first. You also have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

## Changes to this notice

We may update this notice from time to time and will tell you about any important changes.

Last updated: 12/10/2026