



Melanie Crossley
Counsellor

Melanie Crossley Counselling

Privacy Policy – Counselling Service

Last Amended: 02/01/2025

1. Who I Am

I am a sole-practitioner counsellor providing therapeutic services online and in my private counselling cabin in the United Kingdom.

Data Controller:

Melanie Crossley – Melanie Crossley Counselling

Email: Melaniecrosley74@gmail.com

Telephone: 07745 784737

Address: Burnham Beeches, Chandlers Ford, Hampshire, SO53 4QS

I am registered with the Information Commissioner's Office (ICO):

<https://ico.org.uk/>

2. The Personal Data I Collect

When You Contact Me

- Name
- Email address
- Telephone number
- Any information you choose to share in your enquiry

During Counselling

- Personal history
- Mental and physical health information
- Medication
- GP and emergency contact details
- Risk or safeguarding information

Melanie Crossley Counselling: <https://www.melaniecrosleycounselling.co.uk/>



Website Data

- IP address
 - Cookie and analytics data (Google Analytics)
 - Contact form and booking submissions
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3. Why I Collect Personal Data

Under the UK GDPR, I rely on the following lawful bases:

- **Contract:** To provide the counselling services you request.
 - **Legitimate Interests:** Communication, responding to enquiries, and internal record keeping in line with BACP guidance and insurance requirements.
 - **Legal Obligation:** Safeguarding, tax, accounting, insurance, and professional/ethical compliance.
 - **Vital Interests:** When there is a risk of serious harm.
 - **Explicit Consent:** For holding special category data (e.g., health information).
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4. How I Use Your Information

- Provide counselling sessions
- Manage appointments and communication
- Keep appropriate clinical notes
- Monitor risk and safeguarding
- Maintain financial and administrative records
- Ensure quality, supervision, and professional/ethical standards

I do **not** use your data for marketing.



5. Sharing Your Data

Your information is only shared when:

- There is a safeguarding or legal concern (as outlined in our counselling agreement)
 - It is discussed anonymously in clinical supervision, as required by the BACP
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6. How I Store Your Data

- Electronic notes and web submissions are stored on an encrypted, secure device
- Emails are stored in secure, password-protected accounts
- Paper notes and agreements are stored in a locked cabinet

I take steps to protect your data from loss, unauthorised access, or disclosure.

7. How Long I Keep Your Data

- **Adult client records:** 7 years after our last session
- **Enquiries:** Deleted after 3 months if therapy does not proceed
- **Financial records:** 6 years (legal requirement)

After these periods, data is securely deleted or destroyed.

8. Your Rights

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data (in certain circumstances)
- Restrict or object to processing
- Request your data in a portable format
- Withdraw consent at any time

To exercise your rights, contact: **Melaniecrossley74@gmail.com**

Melanie Crossley Counselling: <https://www.melaniecrossleycounselling.co.uk/>



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Counsellor

If you have concerns about how your data is handled, you can complain to the ICO:
<https://ico.org.uk/>

9. Children's Data

When working with young people, I only collect information necessary for therapeutic work and obtain consent in line with current law and safeguarding requirements.

10. Website Cookies

This website uses cookies to support functionality and understand how visitors use the site. You can disable cookies through your browser settings.

11. Changes to This Policy

This policy may be updated periodically. The most recent version will always be available on my website or upon request.
