

Privacy Policy

This privacy policy explains how personal information is collected, used and stored when you visit this website, make contact through the contact form, or engage in counselling, psychotherapy or related services.

I am committed to protecting your privacy and handling personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Who I Am

Ben Stopford
Counselling & Psychotherapy Practice

Email: benstopford@posteo.org

What Information May Be Collected

Information collected may include:

- your name
- email address
- phone number
- information submitted through the contact form
- correspondence via email
- appointment and session information
- website usage information through cookies or analytics tools

Please avoid including highly sensitive personal or medical information within initial contact forms or unsecured email communications where possible.

How Your Information Is Used

Your information may be used to:

- respond to enquiries
- arrange consultations or appointments
- provide counselling or psychotherapy services
- maintain clinical records where applicable

- communicate regarding appointments or services
- improve website functionality and user experience
- meet legal, ethical or professional obligations

Personal information is not sold or shared for marketing purposes.

Legal Basis for Processing Data

Personal data is processed under one or more of the following lawful bases under UK GDPR:

- consent
- legitimate interests
- contractual necessity
- legal or professional obligations

Where therapy services are provided, some information may also be processed as special category health-related data for the purposes of providing appropriate therapeutic support.

Contact Forms

If you submit information through the website contact form, the details you provide will be sent via email and may also be stored securely within the website platform or hosting provider.

Information submitted through contact forms is used solely for responding to enquiries and arranging services.

Please note that no internet transmission can be guaranteed fully secure.

Email Communication

If you contact me via email, your correspondence may be stored securely for administrative, professional and legal purposes.

Email communication is not always fully secure, and it is recommended that highly sensitive information is not shared via standard email where possible.

Clinical Records

If we begin working together therapeutically, brief clinical records may be kept in accordance with professional and ethical requirements.

These records are stored securely and confidentially and are only accessed where necessary for the provision of therapy, supervision or legal obligations.

Client work may be discussed anonymously within professional clinical supervision in accordance with BACP ethical guidelines.

Data Storage & Security

Reasonable measures are taken to store personal information securely and prevent unauthorised access, misuse or disclosure.

Information may be stored:

- securely on password-protected devices
- within encrypted or secure digital storage systems
- through secure email or website providers

Personal information is retained only for as long as necessary in accordance with legal, ethical and professional obligations.

Cookies

This website may use cookies to improve functionality and understand how visitors use the site.

Cookies are small files stored on your device that help websites function effectively and gather basic usage information.

Cookies may include:

- essential website functionality cookies
- analytics or performance cookies

You can usually control or disable cookies through your browser settings.

Third-Party Services

This website may use third-party providers such as:

- website hosting services
- contact form providers
- analytics services
- scheduling or booking platforms

These providers may process limited data as part of delivering website functionality or services.

Where possible, third-party services are chosen with privacy and data protection considerations in mind.

Your Rights Under UK GDPR

Under UK GDPR, you may have rights including:

- the right to access your personal data
- the right to request correction of inaccurate data
- the right to request deletion of data where appropriate
- the right to restrict or object to processing in certain circumstances
- the right to data portability where applicable
- the right to withdraw consent where consent is relied upon

Requests relating to personal data can be made via email.

Confidentiality & Limits

Therapeutic work is confidential, with certain legal and ethical exceptions including:

- risk of serious harm to yourself or others
- safeguarding concerns
- legal obligations or court requirements

Further details regarding confidentiality are outlined within the therapeutic agreement provided before ongoing work begins.

Changes to This Policy

This privacy policy may be updated periodically to reflect legal, professional or website changes.

Contact

If you have questions about this privacy policy or how your information is handled, please contact:

benstopford@posteo.org