

Practice Name: Logos Counselling & Psychotherapy

Data Controller: Maria Madalina Radu

ICO Registration Number: ZC028095

Contact: www.ico.org.uk

Date updated: 11/11/25

1. Introduction

This Privacy Notice explains how I collect, use, and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. I take your privacy seriously and will only use your personal data to provide you with counselling services safely and effectively.

2. What information I collect

I collect and process the following types of information:

- Personal details: name, contact information, date of birth, GP details, and emergency contact.
- Session information: notes from our sessions, appointment history, and correspondence (emails, messages, etc.).
- Health and background information: relevant details you share to support the counselling process.
- Administrative information: payment records, invoices, and session scheduling.

3. Why I collect this information

I collect and store your data for the following purposes:

- To provide you with counselling and support services.
- To maintain records required by professional ethics and legal obligations.
- To contact you about appointments or relevant practice updates.
- To ensure your safety and wellbeing during therapy.
- To comply with legal and professional standards (e.g., insurance, supervision, tax records).

4. Lawful basis for processing

Under the UK GDPR, my lawful bases for processing your data are:

- Contract: the counselling agreement we enter into.
- Legitimate interests: to provide a safe and professional service.
- Legal obligation: in some cases, for record keeping, supervision, or safeguarding purposes.
- Consent: for processing special category data (e.g., health information).

5. Confidentiality and sharing of information

All information shared in counselling is confidential. However, there are rare exceptions where I may need to share information, such as:

- If I believe you or someone else is at serious risk of harm.
- If I am legally required to disclose information (e.g., by a court order or under terrorism or money laundering laws).
- In professional supervision (your identity is kept confidential).

I will always aim to discuss this with you first, unless doing so would increase the risk of harm.

6. How I store your information

- Paper records (e.g., notes) are stored securely in a locked cabinet.
- Electronic records (e.g., emails, digital notes) are kept on password-protected devices.
- Data is only accessible to me (and, if applicable, my clinical executor in the event of my death or incapacity).

7. How long I keep your information

- Client notes are retained for 7 years after the end of therapy, in line with insurance and professional guidelines.
- After this period, records are securely destroyed (shredded or permanently deleted).

8. Your rights

You have the right to:

- Access the personal data I hold about you.
- Request correction or deletion of your data.

- Withdraw consent (where consent is the lawful basis).
- Object to processing in certain circumstances.
- Lodge a complaint with the ICO if you believe your data has been mishandled:
www.ico.org.uk/concerns

9. Website and communications

If you contact me via my website, email, or social media, your details will be stored only for the purpose of responding to your enquiry. My website may use basic analytics to understand visitor numbers but does not use tracking cookies or share data for marketing.

10. Updates to this notice

This Privacy Notice is reviewed regularly and may be updated from time to time. The latest version will always be available upon request or on my website.