

PRIVACY NOTICE

Counselling, psychotherapy, coaching and online mental health support

Hanna Ehlers-Bond, trading as Counselling Calm
Email: hanna@counsellingcalm.com | Telephone: 07532 753855
Website: www.counsellingcalm.com

This notice explains what personal information I collect, why I use it, how I protect it, when it may be shared and the rights available to you. It applies whether you contact Counselling Calm directly or work with me through an online mental health, wellbeing or employee-assistance platform.

I keep this notice under review. This version was last reviewed on 19 August 2026.

1. Who is responsible for your information?

Hanna Ehlers-Bond, trading as Counselling Calm, is a data controller for personal information collected and used independently in connection with my professional practice.

If you access sessions through a third-party platform or employee-assistance provider, that organisation may also collect and use information under its own privacy notice. Information entered into a platform's booking system, messaging service or video system may be accessible to that platform in accordance with its terms. You should also read the platform's privacy information.

2. The services covered

Counselling Calm provides counselling, psychotherapy, coaching, supervision, workshops and online mental health or wellbeing support. The precise description and scope of a service may depend on the route through which it is provided.

3. Information I may collect

I collect only information that is reasonably necessary for the service, professional record-keeping and safety. This may include:

- identity and contact details, including your name, date of birth, pronouns, address, country, email address and telephone number;
- the name, relationship and contact details of an emergency contact;
- GP, doctor or other healthcare-professional details, where applicable or available;
- physical and mental health information, medication, relevant history, current professional support, risk and safeguarding information;
- appointment, referral, communication, contract and payment information;
- brief clinical or support notes and information discussed during sessions;
- information required to respond to a complaint, legal claim or professional enquiry; and
- limited technical information generated when you use my website or third-party services.

Emergency-contact and healthcare-professional details are requested to support safe online practice. If you cannot provide GP or doctor details, you may state that they are not applicable or unavailable.

4. How information is collected

Information may be provided directly by you during an enquiry or session, through an intake form or working agreement, by email or telephone, or through Signable, an appointment system or an online support platform. A referring organisation or platform may also provide limited information needed to arrange or fund your sessions.

5. Why I use your information

I may use personal information to:

- respond to enquiries and provide, manage and review the agreed service;
- communicate about appointments and service arrangements;
- maintain appropriate professional records;
- support your health, wellbeing and safety during online work;
- contact an emergency contact, healthcare professional or appropriate local service where this is necessary and proportionate in response to an urgent medical or serious safety concern;
- undertake confidential clinical supervision;
- meet professional, insurance, regulatory and legal responsibilities;
- establish, exercise or defend legal claims and respond to complaints; and
- send marketing communications only where you have chosen to receive them.

6. Lawful bases

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, I must have a lawful basis for using personal information. Depending on the purpose, I may rely on:

- contract - where information is needed to arrange or provide the service you have requested;
- legitimate interests - to operate a safe, ethical and accountable professional practice, where those interests are not overridden by your rights;
- legal obligation - where the law requires information to be used or disclosed;
- vital interests - in limited circumstances where using information is necessary to protect someone's life; and
- consent - for optional activities such as marketing or particular disclosures where consent is the appropriate basis.

Health information is special-category data. Where I process it, I also rely on an applicable condition under Article 9 UK GDPR, such as the provision and management of health or social care subject to professional confidentiality, explicit consent where appropriate, vital interests in a genuine emergency, or the establishment, exercise or defence of legal claims.

Where the EU GDPR applies to a particular service, personal information will also be handled in accordance with its applicable requirements.

7. Confidentiality and sharing

Your information is treated confidentially. I do not routinely share session information with your employer. If sessions are provided through a third-party platform or funded service, I may provide only the limited administrative or service information required under that arrangement, such as attendance or appointment status, unless you have agreed otherwise or a disclosure is required or permitted by law.

Information may be shared, where necessary and proportionate, with:

- my clinical supervisor, normally using first name or another limited identifier and avoiding unnecessary identifying details;
- service providers that support secure contracting, booking, email, video, record storage or payment processing;
- my insurer, legal adviser, professional membership body or regulator in connection with a complaint, claim or professional requirement;
- your GP, doctor, emergency contact, emergency medical service, police, safeguarding service or another appropriate local authority where there is an urgent medical concern, a serious and immediate risk of harm, a safeguarding concern, or another lawful reason; and
- another person or organisation where you have authorised the disclosure.

Where it is safe and appropriate, I will seek to discuss a safeguarding disclosure with you first. I will disclose no more information than is reasonably necessary for the purpose.

8. Online platforms and service providers

I may use third-party services to deliver or administer professional work. These currently include:

- Signable for electronic agreements and signatures;
- Acuity Scheduling / Squarespace for appointments and reminders;
- Wix to host the Counselling Calm website;
- payment, email and video or mental-health support platforms used for the particular service, including Kyan Health, Modern Health and Nilo where applicable.

Each provider has its own privacy and security information. Providers may process information in the UK, European Economic Area or other countries. Where I select a processor, I take reasonable steps to use appropriate providers and safeguards. Where a platform independently decides how and why it uses your information, its own privacy notice also applies.

Please use an email address and communication method that you feel comfortable using for appointment or mental-health-related messages. No online system can be guaranteed to be entirely risk-free.

9. International transfers

Some services or platforms may process information outside the UK. Where I am responsible for an international transfer, I use an appropriate transfer mechanism or other lawful safeguard where required. A third-party platform is responsible for explaining transfers that it makes independently.

10. Security

I use reasonable technical and organisational measures to protect information. These include access controls, password protection, device security, secure storage and limiting access to those who need it. Paper records, where used, are kept securely. Service providers are chosen with confidentiality and data protection in mind.

11. How long information is kept

Client records are generally retained for seven years after the professional relationship ends, in line with current insurance and professional-record requirements, unless a longer or shorter period is required for a particular legal, safeguarding or contractual reason. Enquiry information that does not lead to ongoing work is kept only for as long as reasonably necessary. When information is no longer required, it is securely deleted or destroyed.

12. Your data-protection rights

Depending on the circumstances, you may have rights to:

- be informed about how your information is used;
- request access to your personal information;
- ask for inaccurate or incomplete information to be corrected;
- ask for information to be erased or its use restricted;
- object to particular uses of your information;
- receive certain information in a portable format; and
- withdraw consent where consent is the basis being used.

These rights are not absolute and exemptions may apply, including where records are required for legal claims or another lawful purpose. I will normally respond to a valid request within one month. To make a request, email hanna@counsellingcalm.com. I may need to confirm your identity before releasing information.

13. Website, cookies and analytics

The Counselling Calm website is hosted by Wix. The website and its service providers may process technical information such as IP address, device or browser information, page interactions, cookie preferences and information entered into website forms. Essential cookies support security and website operation. Optional analytics or other non-essential cookies should be controlled through the site's cookie choices where available.

Information submitted through a website form or by email will be used to respond to your enquiry and provide requested services. The website may contain links to third-party sites; their privacy notices apply when you follow those links.

14. Appointments, payments and marketing

Appointment systems may use your name, email address, telephone number and booking information to arrange sessions and send confirmations or reminders. Payment providers process payment information under their own terms. I do not need or retain complete payment-card details where a payment provider handles the transaction.

I send newsletters or promotional communications only where you have opted in. You may unsubscribe at any time using the link in a message or by emailing me.

15. Automated decisions

Counselling Calm does not make decisions about you that have legal or similarly significant effects using solely automated processing.

16. Complaints

If you have a question or concern about how your information has been used, please contact me first at hanna@counsellingcalm.com.

You also have the right to complain to the Information Commissioner's Office. Current contact information and complaint guidance are available at ico.org.uk/make-a-complaint. If you are in another country, you may also have the right to contact the relevant local data-protection authority.

17. Changes to this notice

I may update this notice when my services, service providers or legal obligations change. The current version will be made available through the Counselling Calm website or provided directly. If a change materially affects how existing client information is used, I will take reasonable steps to bring it to the attention of affected clients before the new use begins.

This privacy notice provides general information about Counselling Calm's handling of personal data. It does not replace the separate privacy terms of any platform through which you access sessions.