

Privacy Policy

Elaine Bond, owner of Elaine Bond/Carlton Counselling, is committed to protecting and respecting your privacy.

When you have therapy with me, I will also hold your personal data in the form of a Contact Details form attached to my contract, as an agreement of the terms and conditions of the therapeutic relationship.

This policy, therefore, sets out the basis on which any personal data I collect from you, or that you provide to me, will be processed by me.

Please read the following carefully to understand my views and practices regarding your personal data and how I will treat it.

For the purpose of the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), the data controller is Elaine Bond. (ZA344276)

Secure Storage

Your details will be stored and kept securely and confidentially in a safe filing system (locked cabinet) or your form will be scanned into a password protected document and deleted 7 years after our therapeutic relationship has ended. (as per my insurance requirements) Printed off forms will be shredded and discarded.

Notes made in or after sessions will also be stored as above.

Information I may collect from you

I may collect and process the following data about you:

Information provided by you.

- information about yourself by filling in forms or by corresponding with me by phone or email, and other methods.
- The information provided may include but not limited to your name, address, e-mail address, phone number, and medical issues.

Information I collect about you.

- Notes on sessions and possible issues if required

Uses made of the information

I use information held about you in the following ways:

Information you provide, and information I collect about you.

- I will use this information to carry out my professional and contractual obligations during our therapeutic relationship. This includes:
- Contracting and ensuring the terms found in the contract are upheld by both parties.
- In case of emergencies or where disclosure might be necessary – I will contact your GP with your knowledge and consent UNLESS it is a case of terrorism or money laundering, which by law I must report without the need for consent.

Information I receive from other sources.

- This might only be the case when referred by EAPs or other third parties. The data will be handled safely as above.
- The website contacts me button will not store your details on the website, these details are sent to me at my personal email address. I use the personal data of your email address for correspondence with you regarding your inquiry. I only retain the emails for as long as we are in correspondence to set up appointments they are then deleted. This information will not be used for marketing purposes
- Emails that you send as part of any therapy will be stored and retained along with other details listed above.

Disclosure of your information

I will not share your personal information with anyone else unless there is a duty to disclose to comply with any legal obligation (terrorism alerts, money laundering).

In the case of my death or inability to communicate with you, your details will be passed on to my nominated colleague. She will then contact you to inform you and make alternative arrangements. My colleague is under the same confidentiality guidelines as myself.

The only other person involved in your case – only your first name will be known to them, or if you choose to be anonymised further, initials or aliases can be used – will be my Supervisor, who is held by the same privacy, data protection and confidentiality clauses as described here and in my contract.

Where I store your personal data

The data collected will be kept in a password protected, the electronic system, in a password protected Word Document or a secured filing cabinet and discarded 7 years after our professional relationship has ended.

Unless you are under 18 and the information will then be stored until you are aged 25

Access to information

The current Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

Please note all Subject Access Requests (SAR) must be 'reasonable and proportionate' and I reserve the right to 'stop the clock' to seek proof of identity, clarification and to request a more specific request criterion.

Your rights

Right to Access

You have the right to ask for a copy of your personal information, free of charge, in an electronic or paper format. You also have the right to ask me to amend or change any incorrect information about you.

Right to be forgotten

You have the right to ask me to delete any information that I hold about you, including personal information that is no longer relevant to original purposes – for example when our therapeutic relationship has ended or if you wish to withdraw consent. In all cases and when considering such requests, these rights are obligatory unless it's information that I have a legal obligation to retain.

Data Portability

You have the right to receive your personal information as previously provided, and to transfer this information to another party.

Complaints about data

As a sole trader counselling practice, I take your data protection rights and privacy very seriously. If you have any complaints about how I collect, store or use your data session notes please let me know in writing via my contact form or ng4counselling@gmail.com.

In accordance with UK data protection law, I will -

Acknowledge your complaint in writing within 30 days of receipt.

Investigate the matter thoroughly and respond to you in a reasonable timeline

Provide you with a clear outcome and explain any actions taken

Please note under current UK regulations (from 19/06/2026) you must attempt to resolve any data protection complaints with me directly. If you are unsatisfied with the response, you may then escalate the issue to the Information Commissioner's Office (ICO) www.ico.org.uk

Website

Cookies

My website uses cookies, text files that are placed on your device by websites you visit. Cookies are used to make websites work efficiently, as well as to provide information to the owners of the site about people's use of it. Personal Information from your device is collected such as geolocation data, IP address, unique identifiers and other information which relates to your activity through the site.