

Amber Healing Counselling – Privacy Notice



At Amber Healing Counselling, I value your privacy. This notice explains how I handle your personal data in line with the UK General Data Protection Regulation (UK GDPR), the Data Use and Access Act (DUAA) and BACP ethical standards.

What I Collect

- **Basic Information:** Name, contact details, emergency contacts.
- **Clinical Records:** Health and counselling session notes (classified as special category data).
- **Financial Details:** Payment details (if applicable).

How I Use Your Data

- To provide clinical counselling services and manage appointments.
- To meet legal or professional obligations (e.g., safeguarding).
- I use your data with your explicit consent or to fulfil my therapeutic agreement with you.

Data Sharing

Your information is strictly confidential and shared only:

- With your explicit permission (e.g., to write a letter to your GP).
- Anonymously in clinical supervision to ensure quality and ethical care.
- If required by law (e.g., serious and immediate risk of harm to yourself or others, or under a court order).
- With secure, UK GDPR-compliant third-party service providers (e.g., my secure booking system or online video platform, Doxy).

Data Security

Your data is stored securely using industry-standard protection (including locked cabinets for physical files and encrypted, password-protected electronic storage). Records are legally and ethically kept for 5 years after our last contact, after which they are securely destroyed.

Your Rights

You have a range of statutory rights over your personal data. You can:

- Access a copy of your records (Subject Access Request), correct factual inaccuracies, or request the deletion of your data.
- Restrict or object to how your data is used.
- Withdraw your consent at any time.
- Raise a formal data protection complaint directly with me if you feel your information has been mishandled.

Data Protection Complaints Process

In line with UK data protection laws, if you have any concerns regarding how your personal information is stored, processed, or handled, **you have a statutory right to lodge a direct complaint with me first.**

To submit a complaint, please email me at the address below with the details of your concern. Upon receiving a complaint, I will follow a legally mandated procedure:

1. **Acknowledgment:** I will formally acknowledge your complaint within 30 days of receipt.
2. **Investigation:** I will thoroughly investigate the matter without undue delay, reviewing my internal data logs and storage systems.
3. **Outcome:** I will provide you with a written response detailing the outcome and any remedial actions taken. If you remain unsatisfied with my final response, you then hold the right to escalate the matter to the Information Commissioner's Office (ICO) at www.ico.org.uk.

Contact Me

For any questions, to exercise your rights, or to submit a data protection complaint, please contact:

- **Data Controller:** Gintare Klimaite
- **Email:** Gintare.klimaite@gmail.com

Updated: June 2026