



## Privacy Policy

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation in the UK which is governed by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This legislation requires me to look after any sensitive personal information that you may disclose to me appropriately.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended. I am registered with the Information Commissioner's Office registration number ZB932525.

### **Initial contact.**

When you contact me with an enquiry about my counselling services. I will collect information to help me satisfy your enquiry. This will include name, address, contact details, emergency contacts, GP details, information about your physical and mental health and medication. Alternatively, a parent or trusted individual may give your details when making an enquiry on your behalf.

If you decide not to proceed, I will ensure all your personal data is deleted within 7 days.

### **While you are accessing counselling.**

I will keep a record of your personal details, and these will be kept in a locked cabinet. I am the only person to have access to this information. I will keep short digital notes of each session; these will be anonymised using a code and held electronically on a secure encrypted system. I am the only person who has access to this information. For security reasons I do not retain email or text messages for more than 7 days. If there is relevant information contained in these communications, I will record this information electronically and store as above.

### **After counselling has ended.**

Once counselling has ended your records will be kept for 5 years from the end of our contract with each other and are then securely destroyed. Working with clients under the age of 18 years old these records will be kept for 5 years after the young person turns 18 years and then destroyed.

### **Your Rights regarding Personal Data**

I will be as open as I can be in terms of giving people access to their personal information. You have the right to know why your personal data is needed, what will happen to it and how long it will be retained for. You have a right to access your personal data. You have the right to rectification, a right to ask me to delete your personal information (there are exceptions to this due to insurance company retention requirements), to limit how I use your personal information, or to stop processing your personal information. You also have the right to ask for a copy of any information that I hold about you.

The notes that I keep following our sessions belong to you. Please let me know if you would like to see them. This is managed by making a formal request via email [nicolamanjicounselling@gmail.com](mailto:nicolamanjicounselling@gmail.com) which will be responded to within 28 days of the request being received.

You can read more about your rights at [ico.org.uk/your-data-matters](http://ico.org.uk/your-data-matters).

### **How to make a Complaint**

If you have a complaint about how I handle your personal data, I ask that you contact me first so that I can try and resolve it for you.



You can submit a data protection complaint by emailing [nicolamanjicounselling@gmail.com](mailto:nicolamanjicounselling@gmail.com).

I will acknowledge your complaint within 30 days of receiving it. I will investigate your complaint without undue delay; keep you informed of progress and communicate the outcome to you clearly with sufficient detail for you to understand how I reached my conclusion.

If you are not satisfied with my response, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk))

### **Visitors to my website**

When someone visits my website, I use a third-party service Wix.com to collect standard internet log information and detail of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Wix.com to make any attempt to find out the identities of those visiting my website.

I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

My website uses essential cookies for basic functionality. You can manage these in your browser settings.

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

### **Updates to This Policy**

This policy may be updated occasionally to reflect changes in legal or professional requirements. Any updates will be published on my website or provided to you directly.

**Effective Date:** June 2026

**Data Controller:** Nicola Manji

**Contact:** [nicolamanjicounselling@gmail.com](mailto:nicolamanjicounselling@gmail.com)