

Privacy Notice

At Root & Essence, your privacy and confidentiality are important. This notice explains how I collect, use and protect your personal information when you contact me or access counselling and psychotherapy.

Who I am

Root & Essence is a private counselling and psychotherapy practice operated by Lisa Newnham. I am the data controller responsible for the personal information I collect and hold.

What information I collect

When you contact me through my website or by email, I may collect your name, contact details and any information you choose to share in your enquiry.

If you become a client, I will also hold information needed to provide and manage your therapy, including appointment information and brief therapeutic notes. As counselling can involve information about your emotional or physical wellbeing, some of this may be considered special category data under UK data protection law.

How I use your information

Your information is used only where necessary to:

- respond to your enquiry
- arrange and manage appointments
- provide counselling and psychotherapy
- maintain appropriate professional records
- meet my professional, ethical, safeguarding and legal responsibilities

Under UK GDPR, personal information is processed where there is an appropriate lawful basis, including where it is necessary to take steps at your request before entering into a therapeutic agreement or to provide the counselling service we have agreed.

Where counselling involves sensitive or health-related information, this is handled with additional protections in accordance with UK data protection law and my professional duty of confidentiality.

Your personal information will never be sold or used for marketing without your permission.

How your information is kept

Client records are stored securely in both electronic and paper form and access is restricted.

My website and business email are provided through IONOS, which may process information submitted through the website or sent by email as part of providing these services.

Client counselling records are normally retained securely for **seven years after therapy ends**, after which they are securely deleted or destroyed unless there is a legal or professional reason to retain them for longer.

Enquiries from people who do not become clients will only be kept for as long as reasonably necessary.

Confidentiality and sharing information

Trust and confidentiality are central to the therapeutic relationship. I do not routinely share your personal information with other people or organisations.

There are limited circumstances where information may need to be shared, for example where there are serious concerns about safety, safeguarding responsibilities or a legal requirement to disclose information. Wherever possible and appropriate, I will endeavour to discuss this with you first.

I also undertake professional clinical supervision. Therapeutic work may be discussed within supervision while protecting your identity and privacy as far as possible.

Your rights

Under UK data protection law, you have rights relating to your personal information. These can include asking to see the information I hold about you, requesting that inaccurate information is corrected, and in some circumstances asking for information to be restricted or deleted.

If you have any questions about your information or would like to exercise your rights, please contact:

Lisa Newnham

Root & Essence Counselling & Psychotherapy

lisa@rootandessence.co.uk

If you have concerns about how your personal information has been handled, you also have the right to raise these with the Information Commissioner's Office (ICO).

Cookies

The Root & Essence website may use cookies required for the website to function. Where non-essential cookies are used, you will be provided with information and appropriate choices where required.

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