

Privacy Policy – Be Hird Counselling

Introduction

Be Hird Counselling is committed to protecting your privacy and handling your personal information in a safe and confidential manner. This privacy policy explains how your information is collected, used and stored when you visit this website or make contact regarding counselling services.

What information is collected

I may collect and process the following information:

- Your name
- Contact details (such as email address or phone number)
- Any information you choose to share when making an enquiry

If you become a client, further information will be collected and stored in line with professional and ethical requirements.

How your information is used

Your information is used to:

- Respond to enquiries
- Arrange appointments
- Provide counselling services
- Maintain appropriate records in line with professional standards

Your information will not be used for marketing purposes without your consent.

Lawful basis for processing

Your information is processed under the following lawful bases:

- **Legitimate interests** – responding to enquiries and providing services
 - **Contract** – where we agree to work together
 - **Legal obligation** – where record keeping is required
 - **Vital interests** – where there is a risk of serious harm
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Confidentiality

All information shared is treated as confidential.

However, there are limits to confidentiality where there is a legal or ethical obligation to disclose information, such as:

- Risk of serious harm to yourself or others
- Safeguarding concerns
- Legal requirements (e.g. court order)

These limits would be discussed with you where possible.

How your data is stored

- Information is stored securely (electronically and/or in paper form)
 - Reasonable steps are taken to protect your data from loss, misuse or unauthorised access
 - Records are retained in line with professional guidance
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Data sharing

Your information will not be shared with third parties unless:

- You have given consent
 - There is a legal or ethical obligation
 - It is necessary for professional supervision (anonymised where possible)
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Your rights

Under UK data protection law, you have the right to:

- Request access to your personal data
- Request correction of inaccurate data
- Request erasure of your data (where applicable)
- Restrict or object to processing

Requests can be made using the contact details below.

Cookies

This website may use cookies to improve user experience. These do not collect personally identifiable information.

Contact

If you have any questions about this privacy policy or how your data is handled, please contact:

Be Hird Counselling

Email: carrie@behird.co.uk

Website: www.behird.co.uk

Updates to this policy

This policy may be updated from time to time. The latest version will always be available on this website.