

Privacy Notice

Lighthouse Counselling & Therapy

Last Updated: June 2026

Introduction

Your privacy is important to me. This Privacy Notice explains how I collect, use, store, retain and protect your personal information when you contact me, visit my website, or engage in counselling services.

I am committed to handling your information lawfully, fairly, transparently and securely in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Data (Use and Access) Act 2025 (DUAA)

Please read this notice carefully so that you understand how your information is used and your rights regarding that information.

Data Controller

The Data Controller responsible for your personal information is:

Name: Fallon Ward

Practice Name: Lighthouse Counselling and Therapy

Address: Old Post Office Row

Email: enquiries@lighthousecandt.co.uk

Telephone: 07772 490933

ICO Registration

I am registered with the Information Commissioner's Office (ICO), the UK's independent authority responsible for upholding information rights.

ICO Registration Number: ZA873889

I am committed to maintaining high standards of confidentiality, privacy and data protection.

Information I Collect

Depending upon the services provided, I may collect and process the following information:

Personal Information

- Name
- Address
- Email address
- Telephone number
- Date of birth
- Emergency contact details
- GP details where appropriate

Special Category Information

As part of providing counselling services, I may collect information relating to:

- Mental health
- Emotional wellbeing
- Physical health where relevant
- Family circumstances
- Relationship issues
- Employment concerns
- Risk assessments
- Safeguarding concerns

This information is classed as Special Category Data and receives additional protection under UK data protection law.

Why I Collect Your Information

I collect personal information to:

- Respond to enquiries
- Arrange and manage appointments
- Provide counselling services

- Maintain professional records
 - Manage risk and safeguarding concerns
 - Comply with legal and professional obligations
 - Maintain professional standards of practice
 - Manage complaints and service quality
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Lawful Basis for Processing

Under Article 6 UK GDPR, I rely on the following lawful bases:

Contract

Processing is necessary to provide counselling services requested by you.

Legitimate Interests

Processing is necessary for the safe and effective operation of my counselling practice.

Legal Obligation

Processing may be necessary to comply with legal responsibilities.

Processing Special Category Data

Under Article 9 UK GDPR, counselling and health-related information is processed because:

- It is necessary for the provision of health and wellbeing support.
 - It is necessary for safeguarding purposes where required.
 - It is necessary to protect an individual's vital interests in situations involving serious risk.
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Confidentiality

Everything discussed during counselling sessions is treated confidentially.

Confidentiality may be limited where:

- There is a serious risk of harm to yourself.
- There is a serious risk of harm to another person.
- There are safeguarding concerns relating to a child or vulnerable adult.

- Disclosure is required by law.
- A court orders disclosure.

Where appropriate and possible, I will discuss any disclosure with you beforehand.

Professional Supervision

To ensure safe and ethical practice, I participate in regular professional supervision.

Client work may be discussed anonymously with my clinical supervisor. Every effort is made to remove identifying information wherever possible.

Clinical Records

I maintain professional records which may include:

- Session dates
- Presenting concerns
- Therapeutic interventions
- Risk assessments
- Safeguarding information
- Progress notes

Records are maintained in accordance with professional and legal requirements.

Information Sharing

Your information will not normally be shared without your knowledge or consent.

Information may be shared where:

- Safeguarding concerns exist.
- Serious risk of harm is identified.
- Disclosure is legally required.
- Information sharing is necessary to protect vital interests.
- Professional supervision obligations apply.

Any information shared will be limited to what is necessary and proportionate.

Employee Assistance Programme (EAP) Clients

If your counselling is funded through an EAP provider or employer-funded scheme:

- Session attendance information may be reported where required by contractual arrangements.
- Counselling content remains confidential unless disclosure is required for safeguarding, legal or serious risk reasons.
- Any additional information sharing will occur only with your consent unless otherwise required by law.

Storage and Security

I take appropriate technical and organisational measures to protect your information.

Information may be stored:

- In secure electronic record systems
- On password-protected devices
- Within encrypted storage systems where appropriate
- In locked filing systems for any paper records

Access is restricted to authorised persons only.

How Long Information Is Retained

Records are retained in accordance with professional, ethical and legal requirements.

Typically:

- Adult counselling records are retained for 7 years following the end of therapy.
- Children's records may be retained until the client's 25th birthday or longer where required.

Records are securely destroyed once retention periods have expired.

Your Rights

You have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request restriction of processing in certain circumstances
- Object to processing where applicable
- Request erasure where legally appropriate
- Lodge a complaint regarding data protection

Requests can be made using the contact details provided above.

Data Protection Complaints

If you have concerns regarding how I process your personal information, please contact me directly in the first instance.

I will acknowledge and investigate concerns fairly and promptly and provide a response within a reasonable timeframe.

Information Commissioner's Office (ICO)

If you remain dissatisfied, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

Address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website Cookies

My website may use cookies and similar technologies to improve website functionality and user experience.

Where non-essential cookies are used, your consent will be obtained before they are activated.

Further information is available within the website Cookie Policy.

Changes to this Privacy Notice

This Privacy Notice may be updated periodically to reflect changes in legislation, regulatory guidance, professional requirements or practice procedures.

The most current version will always be available on my website.

Version: 1.0

Review Date: June 2027