Remi
COUNSELLING
SERVICES
It's never too late to heal

Client Privacy notice and complaints process

Data (Use and Access) Act 2025

Last Reviewed: 30 October 2026

Remi Counselling Services - Client Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we may share information with
- Duty of Confidentiality
- How to complain

Contact details

Telephone	Email
07704 292514	patricia@remitherapy.com

What information we collect, use, and why

We collect or use the following information **to provide client care, services, pharmaceutical products and other goods**:

- Name, address and contact details
- Gender
- Pronoun preferences
- Date of birth
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Notes on meetings and decisions

We also collect the following special category information **to provide patient care, services, pharmaceutical products and other goods.** This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Sexual orientation information

We collect or use the following information **for safeguarding or public protection reasons**:

- Name, address and contact details
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Notes on meetings and decisions

We also collect the following special category information **for safeguarding or public protection reasons.** This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Religious or philosophical beliefs
- Health information

We collect or use the following personal information **to comply with legal requirements**:

- Name
- Contact information

We also collect the following special category information **to comply with legal requirements.** This information is subject to additional protection due to its sensitive nature:

- Racial or ethnic origin
- Sexual orientation information

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. Read more about the right of access.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
- **Your right to erasure** - You have the right to ask us to delete your personal information. Read more about the right to erasure.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. Read more about the right to restriction of processing.
- **Your right to object to processing** - You have the right to object to the processing of your personal data. Read more about the right to object to processing.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to provide client care, services, pharmaceutical products and other goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legitimate interests - we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
    - → The collection of aspects of the client's personal information is both legitimate and necessary to support the development of a holistic intersectional view of their needs in therapy and enables risk assessment factors, safeguarding, signposting and psychoeducation to be considered.

For more information on our use of legitimate interests as a lawful basis, you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for safeguarding or public protection reasons** are:

- Consent - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Where we get personal information from

- You, family members or carers
- Schools, colleges, universities or other education organisations
- Councils and other public sector organisations

How long we keep information

Your information is only kept for as long as it is needed. This includes the duration of our sessions plus an additional 5 years to meet public liability insurance requirements, unless you request its deletion.

Who we share information with

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Professional advisors
- Organisations we're legally obliged to share personal information with

Duty of confidentiality

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- we have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied; or
- If in Scotland – we have the authority to share provided by the Chief Medical Officer for Scotland, the Chief Executive of NHS Scotland, the Public Benefit and Privacy Panel for Health and Social Care or other similar governance and scrutiny process.

How to complain

If you have any concerns about the use of your personal information, please contact us. You can make a data protection complaint by contacting me using the contact details in this notice.

Business name: Remi Counselling Services

Email: patricia@remitherapy.com

Telephone: 07704 292514

Please describe your concern as clearly as you can and include any relevant dates or details.

I will acknowledge your complaint within 30 days of receiving it. I will then investigate your concern and respond to you without undue delay.

What happens next If you remain dissatisfied

If you are not satisfied with my response and you remain dissatisfied, you have the right to make a complaint to the Information Commissioner's Office (ICO).

The ICO's address:

ICO Head Office
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Helpline number: 0303 123 1113

Website: https://www.ico.org.uk/make-a-complaint