

Privacy Policy

July 2026

Leigh Skelding Counselling Privacy Policy

At Leigh Skelding Therapy, I am committed to protecting your privacy and handling your personal information with care, transparency, and respect.

This Privacy Policy explains how your personal information is collected, used, stored, and protected when you visit this website, make an enquiry, or engage with therapy services.

Who I Am

Leigh Skelding Counselling provides therapeutic services for children and adults. For the purposes of data protection legislation, Leigh Skelding counselling is the Data Controller of the personal information collected through this website and during the provision of therapeutic services.

For any questions regarding this Privacy Policy or your personal information, please contact:

Email: leigh@ls-counselling.com

Information Collected

Information You Provide

When you contact Leigh Skelding counselling, you may provide:

- Name
- Email address
- Telephone number
- Information contained within your enquiry
- Information shared during assessment and therapy sessions

Information Collected Automatically

This website may collect limited technical information, including:

- IP address
- Browser type
- Device information
- Website usage information through cookies and analytics (where applicable)

How Your Information Is Used

Personal information is collected and processed for the following purposes:

- Responding to enquiries
- Arranging appointments
- Providing therapeutic services
- Maintaining professional records
- Meeting safeguarding obligations
- Complying with legal, ethical, and insurance requirements
- Improving website performance and user experience

Information will only be used where there is a lawful basis for doing so under UK data protection legislation.

Confidentiality

Therapy sessions are confidential and in line with the BACP.

There are rare circumstances where confidentiality may need to be breached, including:

- Serious concerns regarding risk of harm to yourself or others
- Safeguarding concerns involving a child or vulnerable person
- Legal obligations imposed by a court or other lawful authority

Where appropriate and safe to do so, this will be discussed with you first.

Lawful Basis for Processing

Personal information is processed under one or more of the following lawful bases:

- Consent
- Performance of a contract
- Compliance with legal obligations
- Legitimate interests in providing safe and effective therapeutic services

Where special category data relating to health or wellbeing is processed, this is done in accordance with applicable provisions of UK data protection legislation.

Storage and Security

Reasonable technical and organisational measures are used to protect personal information from loss, misuse, unauthorised access, disclosure, or alteration. Records are stored securely and access is restricted to authorised persons only.

Retention of Information

Personal information is retained only for as long as necessary to fulfil the purposes for which it was collected and to meet professional, insurance, legal, and regulatory requirements.

Retention periods vary depending on the content. Email correspondence is retained only for as long as necessary to respond to enquiries and provide services, after which it is securely deleted in accordance with record- retention procedures.

Sharing Information

Personal information will not be sold or shared for marketing purposes. Information may be shared where necessary with:

- Clinical supervisors
- Professional advisers
- Insurers
- Regulatory or safeguarding authorities
- Legal authorities where required by law

Any sharing will be limited to what is necessary and appropriate and identities held anonymous where possible.

Cookies

This website may use cookies to improve functionality and understand how visitors use the site.

Where non-essential cookies are used, consent will be obtained where required.

You can manage cookie preferences through your browser settings.

Your Rights

Under UK data protection legislation, you may have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request erasure of information in certain circumstances
- Restrict processing
- Object to processing

- Request data portability where applicable
- Withdraw consent where processing is based on consent

Requests will be responded to in accordance with legal requirements.

Complaints

If you have concerns about how your information is handled, please contact Leigh Skelding Counselling in the first instance.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Changes to This Policy

This Privacy Policy may be updated from time to time to reflect changes in legal requirements, professional practice, or website functionality. The latest version will always be available on this website.