

Terms and Conditions

Privacy Notice for Practice and Website

This statement confirms how I, Val Phillips Counselling, Meditation and Healing, Website: www.meetingthepeacewithin.com use and protect any information that you give to me when you use this service.

I am committed to safeguarding and protecting your information. If I ask you for any information, then it will only be used according to this privacy statement.

I may change this policy from time to time to be in line with current legislation and will change this page accordingly. If relevant I will notify you by email.

By continuing to use my website www.meetingthepeacewithin.com you are accepting and consenting to the practices described in this policy and agreeing to the use of cookies described below.

For the purpose of Data Protection Act 1998 and General Data Protection Regulation 2016 Val Phillips is the data controller of address: 92, Cotswold Rd, Windmill Hill, Bristol BS3 4NS.

Contact: If you have any questions, concerns, complaints or access to your information please contact me

Val Phillips, 07715595334, val.phillips@hotmail.co.uk, 92 Cotswold Rd, Bristol BS3 4NS

Information collected: Like most websites my website uses Google Analytics (GA). This data is used to look at the number of people using the site and how they find it and how they journey through the website. It also records your IP address which can personally identify you. Google do not give me access to this.

Confidentiality: Our one to one work together is confidential, except in the following circumstances

- BACP, my Organising body, requires I have regular supervision. This supports counselling sessions and ensures I work to your best interests. All supervisors are bound by confidentiality rules.
- In extreme circumstances, if I believe you or someone else is at risk. I would endeavour, wherever possible to inform you.

How I use information: I will use information to carry out our one to one sessions, to provide you with the services that you request from me.

I will store information for no longer than 7 years. Some information such as texts may be deleted immediately. My computer is password protected to ensure the safety and protection of your information. I provide detailed information regarding this on request.

I keep brief notes recording the themes of our sessions. These are stored in a locked filing cupboard and destroyed after 7 years, from when our sessions end, unless otherwise agreed.

Your contact and appointment details will be kept for 7 years and then destroyed unless otherwise agreed.

Any emails, texts and such like will be deleted after receipt unless they form part of your notes or are needed for income tax purposes, in which case they will be kept for 7 years as above.

Your telephone number will be stored on my mobile phone under your initials only until your sessions end, at which point it will be deleted. If I change phones, I will delete your details on my old phone.

Access to information: you can request access to the personal information that I hold on you and except in limited circumstances when I am not permitted to do so for legal reasons, I will provide this information to you within one month.

Val Phillips val.phillips@hotmail.co.uk 92, Cotswold Rd, Bristol BS3 4NS Tel: 07715595334