

Privacy Policy

London Counselling & Psychotherapy (LCaP)

Website: <https://counselling-psychotherapy-online.net> | Data protection contact: admin@l-cap.org.uk | ICO registration number: ZA691518

Website-ready privacy notice for publication on counselling-psychotherapy-online.net. This document is drafted for a private counselling and psychotherapy practice and incorporates a data protection complaints procedure.

1. Who we are

London Counselling & Psychotherapy (LCaP) provides counselling and psychotherapy services. This privacy policy explains how we collect, use, store and protect personal information when someone visits our website, makes an enquiry, uses our services, or otherwise contacts the practice.

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For privacy and safety reasons, a personal home address is not published on this website. Where postal correspondence is genuinely needed, an appropriate practice or correspondence address can be provided privately on request.

2. The personal information we collect

Depending on how someone contacts or works with the practice, we may collect and use some or all of the following information:

- name and contact details, including email address, telephone number and message content;
- information provided through the website contact form, email, telephone, WhatsApp or other communications;
- information about therapy enquiries, appointment arrangements, attendance, fees, invoices and payments;
- clinical and therapeutic information shared during assessment or therapy, including mental health, emotional wellbeing, relationships, family history, risk information and relevant medical information;
- brief therapy notes or records necessary for professional practice, supervision, ethical practice, safeguarding, complaints handling and continuity of care;
- technical information from the website, depending on how the site is configured, such as cookies, analytics or security logs.

3. Special category data

Counselling and psychotherapy often involve information about health, mental health, relationships, sexuality, family circumstances, trauma, risk, medication, disability, neurodiversity and other sensitive matters. Some of this is special category data under UK data protection law.

Special category data is treated with particular care. The practice uses it only where necessary for providing therapy, managing the therapeutic relationship, meeting professional and legal duties, safeguarding, supervision, responding to complaints, or protecting vital interests where there is serious risk.

4. How and why we use personal information

We use personal information to:

- respond to enquiries and manage appointment requests;
- assess whether the service is suitable and safe;
- provide counselling and psychotherapy services;
- manage fees, invoices, payments and administrative records;
- keep appropriate professional records;
- communicate about appointments, cancellations, fees, changes to service arrangements and relevant practice matters;
- meet professional, ethical, legal, insurance, tax, accounting and safeguarding obligations;
- respond to data protection complaints, service complaints, requests for information rights, or legal/professional queries;
- maintain website security and understand website use where cookies or analytics are used.

5. Lawful bases for processing

The lawful bases we may rely on under UK GDPR include:

- contract: where processing is necessary to provide or arrange therapy services;
- legitimate interests: for running the practice, responding to enquiries, keeping appropriate professional records, managing communication, maintaining security, and protecting the practice from legal or professional claims;
- legal obligation: for tax, accounting, safeguarding, court, regulatory, data protection and other legal duties;
- vital interests: where processing is necessary to protect someone's life or safety in an emergency;
- consent: where consent is specifically requested, for example for optional communications or particular forms of sharing. Consent can be withdrawn where this is the lawful basis.

6. Special category condition

Where special category data is processed, the practice may rely on conditions including provision of health or social care/treatment, safeguarding of individuals at risk, establishment or defence of legal claims, explicit consent where appropriate, or vital interests in an emergency. The exact condition depends on the context.

7. Confidentiality and sharing information

Therapy is confidential, but confidentiality is not absolute. Personal information may be shared where necessary and proportionate, including:

- with the client's explicit consent;
- with clinical supervisors, in anonymised or carefully limited form, to support safe and ethical practice;
- with professional, legal, insurance, accounting, regulatory or safeguarding advisers where necessary;

- with emergency services, a GP, social services or safeguarding authorities where there is a serious risk of harm to the client or another person;
- where required by law, court order, regulatory obligation, tax/accounting obligation, or to establish, exercise or defend legal claims;
- with trusted service providers that support the website, email, secure storage, payment processing, administration or IT systems, where appropriate safeguards are in place.

8. Website contact form and email

If someone uses the website contact form, the information they provide is used to respond to the enquiry. People should avoid sending highly detailed clinical information through the website form unless it is necessary.

For data protection matters and privacy queries, please contact admin@l-cap.org.uk.

Email and ordinary web forms are useful but may not be as secure as dedicated encrypted clinical systems. The practice takes reasonable steps to protect information but cannot guarantee the security of information sent over the internet before it reaches the practice.

9. Cookies and website analytics

The website may use cookies or similar technologies for essential website functions, security, performance, analytics or embedded third-party services. A separate Cookie Policy should explain what cookies are used and whether consent is required.

Strictly necessary cookies may be used without consent. Non-essential cookies, such as analytics or marketing cookies, should only be used where the appropriate consent mechanism is in place.

10. How long we keep information

Personal information is kept only for as long as necessary for the purpose for which it was collected, including legal, professional, insurance, tax and safeguarding reasons. Typical retention periods are:

- enquiries that do not become clients: usually up to 12 months, unless there is a good reason to keep them longer;
- client therapy records and brief clinical notes: usually 7 years after the end of therapy, unless a longer period is required for safeguarding, legal, insurance or professional reasons;
- financial and accounting records: usually 6 years from the end of the relevant tax year;
- data protection complaints and related correspondence: usually 6 years after closure, unless a longer period is needed;
- safeguarding, risk, legal or insurance-related records: may be kept longer where necessary and proportionate.

11. Security

The practice takes reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse or disclosure. This may include password protection, secure devices, restricted access, appropriate storage, careful email practice, backups, professional supervision boundaries and limiting information sharing to what is necessary.

12. Your information rights

Individuals have rights under data protection law, including the right to:

- be informed about how personal information is used;
- ask for access to personal information;
- ask for inaccurate information to be corrected;
- ask for information to be erased in some circumstances;
- ask for processing to be restricted in some circumstances;
- object to processing in some circumstances;
- ask for information to be transferred in some circumstances;
- withdraw consent where consent is the lawful basis for processing.

To make a request, contact admin@l-cap.org.uk. We may need to confirm identity before responding.

13. Data protection complaints procedure

If someone has a concern about how London Counselling & Psychotherapy (LCaP) has handled their personal information, they can make a data protection complaint by contacting admin@l-cap.org.uk.

Please include enough information to help us understand the concern, such as what happened, what personal information is involved, when it happened, and what outcome is being requested.

We will acknowledge receipt of a data protection complaint within 30 days. We will then take appropriate steps to look into the complaint, keep the complainant informed where necessary, and tell them the outcome without undue delay.

If a person remains dissatisfied, they can complain to the Information Commissioner's Office.

14. Complaining to the ICO

The Information Commissioner's Office is the UK regulator for data protection. The ICO can be contacted through its website:

<https://ico.org.uk/make-a-complaint/>

15. Updates to this policy

This policy may be reviewed and updated from time to time to reflect changes in the law, ICO guidance, professional requirements, website functionality or practice arrangements.

Last updated: 12 June 2026

Implementation note: Before publication, ask the website provider to confirm actual cookies, analytics tools, contact form processors, embedded services and security tools used on the site so the cookie wording can be finalised accurately.