

Privacy Policy

Melanie Hall Therapies

Introduction

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you have to provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country,
- Whether I do automated decision-making or profiling, and
- Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy and you can contact me via melanie@revolutioncounselling.com. 'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.

If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called 'special category

personal information'. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between me and you).

Website privacy statement - relating to use of website and digital

This website statement applies to: www.melaniehalltherapies.com

We have written this statement to explain what information we gather about you and how your data is used whilst accessing or interacting with any pages belonging to the website: www.melaniehalltherapies.com

Information collected about you:

Certain information about you may be collected from you by cookies when using pages from www.melaniehalltherapies.com It may be possible to ascertain certain information about you from the IP address on the computer you use, Melanie Hall will not share this information without your prior consent.

What are cookies?

Cookies and other small files can be stored on your computer, mobile or other device when you visit a website or use an app. These kind of files include your IP address. The cookie file is added, once you agree for it to be done so and the cookie is used to help analyse web traffic.

Cookies help make your online experience more efficient and relevant to your interests. For instance, they are used to remember your preferences on sites that you visit often, to remember your user ID and to help you to navigate between pages more efficiently. Different types of cookies are used to do different things. They also help us to identify ways to improve your overall site experience and are used to measure the number of your site visits and the most popular pages you visit.

This website uses traffic log cookies to identify which pages are being used. This allows data to be analysed in terms of web page traffic. The information is only used for statistical and analysis purposes by Melanie Hall and can inform further improvement and development of the website. A cookie in no way provides access to your computer or any information about you, other than the data you choose to share.

You can choose to set your computer browser to decline the cookies from Melanie Hall. How to do this varies depending on your browser. Your website browser's help facilities should be able to explain how you can do this, although it may prevent you from taking full advantage of the website or links to other websites.

This website contains links to other websites that may be of interest. However, once you have used these links and leave the site, please note that www.melaniehalltherapies.com does not have any control over other websites and cannot be responsible for the protection and privacy of any information which you provide whilst visiting these sites and, as such, these sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website you visit.

Practice privacy statement - relating to all contact (excluding website and digital apps)

Melanie Hall is committed to protecting your privacy and this statement sets out to explain how your data is used when contacting her by phone or email. It contains information on data that would be collected about you if you were to book an appointment and undertake sessions with her, and also explains any limitations to confidentiality. The data that is held about you is specifically only used for the purposes of counselling. We retain information about you for seven years from the date of your last appointment, before it is securely destroyed. This is necessary in order to comply with the counselling organisations that we have membership with and with the provider of our professional indemnity insurance. When visiting our website your computers IP address will be accessible.

What personal data about you is retained, where it is kept and for how long

I initially collect the following data, in accordance with this privacy policy: name, date of birth, gender, contact information such as postal address, email address and phone number and healthcare provider (GP) details and emergency contact details. These notes are kept separate from session notes and stored securely. I collect the data from you personally, and from data that is collected automatically. I collect data when you contact me through my website, by email, by phone and other means.

Data collected at assessment

I write notes relating to the initial meeting, such as your reasons for starting counselling; these notes are stored securely.

At, or prior to, the assessment you will be asked to sign an informed consent form which

gives us permission to process your data, also information about your healthcare provider and emergency contact details.

During therapy

After each session I make brief notes of the salient points. The notes are anonymised so that no one would know who the notes relate to.

Other information stored

Bank statements, these will show your name if you pay by bank transfer; Invoices, retained for 5 years after the 31 January submission deadline of the relevant tax year (as per HMRC regulations); Enquiry emails, enquiries from potential clients are kept for 6 months before being deleted.

How I store information

Your name, telephone number and email address are stored on my work laptop for the duration of the work you do together. The information is deleted as soon as the work ends. My laptop is password protected.

Sharing your information

I do not share your personal information with anyone else, unless in pursuit of counselling on your behalf and only then if I have your permission to do so. In exceptional circumstances I may be required by law and our ethical responsibilities to break confidentiality with you. I would discuss this with you first wherever possible but if you do not give consent, I may still have to disclose information.

This relates to situations where I believe you are at risk of harming yourself or others, the safeguarding of children, young people and adults at risk. I reserve the right to break confidentiality in order to prevent harm.

I am bound by law to report any information I receive concerning terrorism, drug trafficking, or money laundering.

From time to time I will discuss our work with a clinical supervisor. This is standard practice for counsellors at all levels of experience, and it helps counsellors to work ethically and professionally. Supervision meetings are bound by the same code of ethics and confidentiality as the work we do with you are. If I am required by a court of law to give evidence, then I may need to break confidentiality (e.g. in criminal proceedings).

Your rights

You have the right to:

- Object to data being collected in relation to you
- Request access or a copy of the personal data that I hold about you, free of charge, in an electronic or paper format
- Request for any inaccurate or out of date information to be corrected and/or updated.
- Request for your data to be erased if it is no longer necessary for me to retain. Any notes or information that can be linked to identifying them as yours cannot be erased before the 7-year period. Notes are required for me to comply with legal obligations. This makes such information exempt from requests for erasure. However, any other data would be erased at your request.
- Withdraw consent at any time for your information to be processed. Again, with the exemption of note keeping and associated information.
- Request for your data to be portable. This means that your information can be transferred to a different data controller.
- Say that you don't want to be subject to automated decision-making including profiling.

If you are not satisfied with the way a complaint you make in relation to your Data is handled by me, you may be able to refer your complaint to the relevant data protection authority. In the UK this is the Information Commissioner's Officers website. It is important that the Data I hold about you is accurate and current. Please keep me informed if your Data changes during the period for which we hold it.

Contact me

Questions, comments and requests regarding this privacy notice, policies and procedures around privacy and confidentiality are welcomed and should be addressed to me by emailing melanie@revolutioncounselling.com.

This privacy policy was updated on 8th April 2026.