

## **PRIVACY POLICY**

### **Safe Hands Counselling**

**Last Updated:** 16/6/2026

#### **1. Introduction**

Safe Hands Counselling is committed to protecting your privacy and handling your personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and applicable privacy legislation.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website or contact us through it.

By using this website, you agree to the terms of this Privacy Policy.

#### **2. Who We Are**

Safe Hands Counselling is the data controller responsible for your personal information.

**Website:** <https://www.safehandscounselling.com>

#### **Contact Details**

Our full details are:

**Full name of legal entity:** Jasmine Malam

**Email address:** Jazz@safehandscounselling.com

**Telephone:** 07702783847

**ICO Registration Number:** ZB592904

**Full name of legal entity:** Rosemary McDonald

**Email address:** rose@safehandscounselling.com

**Telephone:** 07842887784

**ICO Registration Number:** C1380978

If you have any questions about this Privacy Policy or how your personal information is handled, please contact us using the details above.

#### **3. Information We Collect**

Personal data is any information that can identify an individual, either directly or indirectly. This does not include information that has been anonymised so that an individual can no longer be identified.

The type of personal information we collect depends on how you interact with our website and services.

#### **Enquiry and Communication Information**

If you contact Safe Hands Counselling through our website, by email, telephone, social media or other methods of communication, we may collect information including:

- **Your name**
- **Email address**
- **Telephone number**

- **Details you choose to provide within your enquiry.**

As a counselling service, enquiries may sometimes contain information relating to health, wellbeing or personal circumstances. Any information shared with us will be handled sensitively and in accordance with applicable data protection legislation.

We use this information to:

- **Respond to enquiries and requests**
- **Communicate with prospective or existing clients**
- **Maintain appropriate records of correspondence; and**
- **Protect or establish legal rights where necessary.**

The lawful basis for processing this information is our legitimate interests, specifically the effective operation and administration of our counselling practice.

### **Marketing Preferences**

Safe Hands Counselling does not currently operate mailing lists or send regular marketing communications.

Should this change in the future, any marketing communications will be sent in accordance with applicable laws and, where required, only with your consent. You will always have the option to opt out of receiving such communications.

### **Anonymous and Statistical Information**

This information is collected through our website hosting and analytics provider, IONOS.

We process this information to ensure website security, identify technical issues, analyse usage patterns, and improve website functionality.

The lawful basis for processing this information is our legitimate interests in the secure and effective management of our website and business.

This information does not identify individual visitors and is not treated as personal data under data protection law.

This information may include:

- **Pages visited;**
- **Date and time of access;**
- **Referring websites; and**
- **General website usage statistics.**

Where possible, this information is collected in an aggregated or anonymised form and is used solely to:

- **Monitor website performance;**
- **Maintain website security;**
- **Understand how visitors use our website; and**
- **Improve website content and functionality.**

Where any personal data is processed, our lawful basis is our legitimate interests in ensuring the effective operation, security, and improvement of our website.

#### **4. How We Use Your Information**

We use your personal information to:

- **Respond to enquiries;**
- **Communicate with you about our services;**
- **Maintain the security and functionality of the website;**
- **Improve website performance and user experience;**
- **Analyse website traffic and usage; and**
- **Comply with legal obligations.**

We do not sell your personal information to third parties.

#### **5. Lawful Basis for Processing**

Under UK GDPR, we process personal data using one or more of the following lawful bases:

- **Legitimate Interests – to respond to enquiries, operate our website and improve our services.**
- **Consent – where you voluntarily provide information through contact forms or email communications.**
- **Legal Obligation – where processing is necessary to comply with legal or regulatory requirements.**

Where enquiries include sensitive personal information relating to health or wellbeing, such information will be processed in accordance with applicable data protection laws.

#### **6. Data Security**

We take appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, alteration or disclosure.

These measures may include:

- **Secure website hosting;**
- **Password-protected systems;**
- **Restricted access to information; and**
- **Regular monitoring of website security.**

However, while we take reasonable steps to protect your information, no method of transmission over the internet is completely secure.

#### **7. Data Retention**

Information submitted through the website will be retained only for as long as necessary to:

- **Respond to your enquiry;**
- **Maintain records of communications where appropriate; and**
- **Fulfil any legal or professional obligations.**

If your enquiry leads to counselling services, you will be provided with separate information explaining how your personal data is processed in relation to those services.

## **8. Cookies and Analytics**

Our website uses cookies and similar technologies to ensure the website functions properly, improve user experience, and understand how visitors interact with the site.

Cookies are small text files stored on your device when you visit a website. Some cookies are essential for the operation of the website, while others help us analyse website usage and improve our services.

**We use website analytics provided by our hosting provider, IONOS, to collect information about how visitors use our website. This may include:**

- **IP addresses (which may be anonymised where possible);**
- **Pages visited;**
- **Time spent on pages; and**
- **General website usage statistics.**

This information is used solely to improve the performance, content, and functionality of our website.

You can manage or disable cookies through your browser settings. Where required by law, you will be asked for consent before non-essential cookies are placed on your device.

## **9. Website Hosting and Third-Party Services**

This website is hosted by IONOS. As our hosting provider, IONOS may process certain technical data necessary for the operation, security, and maintenance of the website.

Further information about how IONOS processes personal data can be found in their Privacy Policy.

Safe Hands Counselling may offer online counselling sessions using Zoom. If you become a client and choose to access online sessions, further information about how your personal data is processed will be provided separately.

This website may contain links to third-party websites. We are not responsible for the privacy practices or content of external websites and encourage you to review their privacy policies before providing any personal information.

## **10. Your Rights**

Under UK GDPR, you have the right to:

- **Be informed about how your personal information is used;**
- **Request access to your personal information;**
- **Request correction of inaccurate or incomplete information;**
- **Request deletion of your personal information where appropriate;**
- **Restrict or object to processing;**
- **Request transfer of your data in certain circumstances; and**
- **Withdraw consent where consent is the basis for processing.**

**To exercise any of these rights, please contact us using the details provided above.**

## **11. Data Protection Complaints**

If you have any concerns about how Safe Hands Counselling has collected, used or handled your personal information, you have the right to make a data protection complaint. Complaints can be submitted by email to **Welcome@safehandscounselling.com** or by using the contact details provided on this website.

We will:

- **Acknowledge receipt of your complaint within 30 days of receiving it;**
- **Investigate your concerns and, where necessary, request further information;**
- **Keep you informed of the progress of your complaint; and**
- **Provide you with the outcome of our investigation without undue delay.**

If you remain dissatisfied with our response, you have the right to raise your concerns with the Information Commissioner's Office (ICO).

**The ICO can be contacted via:**

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

**Telephone:** 0303 123 1113

## **12. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in legal requirements, website functionality or our services.

Any changes will be posted on this page and will take effect immediately upon publication.