

JL Therapy privacy policy

Emails

The content of emails received from you are not communicated to a third party. My email address is encrypted and to the best of my knowledge my phone line is secure. Security of information is of utmost importance and I will appreciate consideration of the technology you prefer to use.

I would like you to feel safe and secure concerning all correspondence between us.

Online platforms and telephone contact

My preferred online platform is Zoom, which is encrypted and can be used at no additional cost. I cannot guarantee or be held responsible concerning software security. I would suggest that you do not reveal your full name or any personal details such as address etc, whilst we are engaged in online appointments as this helps maintain the privacy of your sessions.

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Regulation

I attend regular supervision (as part of BACP requirement) and I might bring aspects of our counselling session to supervision which helps ensure that we are working within our level of proficiency and to the best of our ability, thus ensuring that we are providing the best service to you.

Be assured that no names or any other personal information is revealed during supervision. We are legally bound to make disclosures to the Police and relevant Authorities should you reveal any criminal acts such as terrorism, drug trafficking, money laundering etc.

If we thought you are at risk to yourself or others we would also have to involve the Police and other relevant Authorities. I will try to involve you in the process ensuring you are safe and have the best support possible. If at any point during counselling you are in need of emergency support, we would request consent to contact your GP, or recommend alternative avenues of support other than counselling.

Data Protection

All personal information will be stored securely offline, such as name, address, email etc. As Counsellors, we are required to hold these for 5 years when they will be destroyed by shredding.

Please refer to the Data Protection Act (1998) for more information.

