



REFLECTIONS COUNSELLING LTD PRIVACY POLICY

Introduction:

Your privacy is very important to us, 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 us. We 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 we will do with your personal information from initial point of contact through to after your therapy has ended, including:

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

We are happy to chat through any questions you might have about our data protection policy. You can contact Wendy Boorman via wendy@reflections-counselling-kent.co.uk

About Us:

Wendy Boorman is the director of Reflections Counselling Limited and is the data controller. This is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. She is registered with the **Information Commissioner's Office** (ICO registered number **ZB845797**).

It is also a company registered in England and Wales (Company Number 16114231).

Registered address: Reflections Counselling Limited, 7 Glack Road, Deal, Kent, CT14 9ND

Phone number: 07956 629764

Email address: wendy@reflections-counselling-kent.co.uk

We will update this privacy notice regularly to ensure it continues to comply with the latest regulations and best practice.

If you have any queries about this privacy notice or about any aspect of our data management, please contact wendy@reflections-counselling-kent.co.uk

How we use your information:

a) Storage and management of personal information

Our principal data management system is by Microsoft. This system enables us to efficiently store any information about our clients in a way that ensures adequate security.

b) Visitors to our website and social media platforms

When someone visits our website, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

We use Google Analytics so that we can continually improve our service to you - read the [Google Analytics privacy notice](#)

If you fill in a form on our website, that data will be temporarily stored on the web host before being sent to us.

Sharing your information:

During your contact with us, we will tell you how your information will be used and that it may be necessary to share it with other services and organisations. For an example if a referral is made.

We will not share your information with any third parties unless:

- You have consented to this (for example by providing information to us after we've told you that we will supply the information to a third party).
- It is as part of our duty to protect a child, a vulnerable adult, yourself or the public.
- For the prevention and detection of a crime.
- We are required to do so by any court or law or any relevant regulatory authority.
- To protect the rights, property or safety of any third parties.

Wendy Boorman (Director)

Updated August 2025