

## Privacy Policy

### Philippa Westmacott-Youlden - Private Practice Counselling, Tutor, Trainer

*Last updated: June 2026*

#### 1. Who I Am

I am Philippa Westmacott-Youlden, a psychotherapeutic counsellor, trainer & tutor based in West Yorkshire. I am the data controller responsible for your personal data and am a registered data controller with the ICO.

- Email: pw@philippa-counselling.co.uk
- Address: The Counselling & Wellbeing Space, 2 Victoria Street, Wetherby, LS22 6RE

#### 2. What Data I Collect

I may collect and hold the following personal data:

- Contact details: name, address, email address, phone number
- Financial data: payment records
- Newsletter and marketing data: email address and engagement data, where you have opted in

#### 3. Why I Collect It and My Lawful Basis

Under UK GDPR and the Data (Use and Access) Act 2025 (DUAA), I process your data under the following lawful bases:

Purpose	Lawful Basis
Providing counselling services	Contract and Legitimate Interests
Session notes	Vital Interests
Newsletter / marketing	Consent withdraw at any time
Safeguarding obligations	Legal Obligation
Financial records	Legal Obligation

#### 4. How Long I Keep Your Data

- Client records: minimum 7 years after our work together ends, in line with BACP guidance (or for my lifetime for clients who were under 18)
- Financial records: 6 years, in line with HMRC requirements
- Newsletter data: until you unsubscribe or withdraw consent
- Enquiry data: deleted within 3 months if no therapeutic relationship commences

#### 5. Who I Share Your Data With

I do not sell or share your personal data for marketing. Data may be shared only in the following circumstances:

- Clinical supervisor: For supervision purposes in accordance with BACP ethical standards. My supervisor is bound by the same confidentiality obligations
- Emergency services or safeguarding authorities: Where there is a risk to life or a legal duty to disclose
- Payment processors: Solely to process payments securely
- Email marketing platforms (e.g. MailerLite): For communication unrelated to client work only, where you have given consent

#### 6. Your Rights

Under UK GDPR and the DUAA you have the right to:

- Access your personal data (Subject Access Request)
- Correct inaccurate data
- Erase your data (where applicable)
- Restrict or object to processing
- Withdraw consent at any time
- Receive your data in a portable format

To exercise any of these rights, contact me at [pw@philippa-counselling.co.uk](mailto:pw@philippa-counselling.co.uk). I will acknowledge your request within 30 days, in line with DUAA requirements.

## **7. Complaints Procedure**

This section reflects DUAA Section 103, in force from 19th June 2026.

If you have a concern about how I handle your personal data, please contact me at [pw@philippa-counselling.co.uk](mailto:pw@philippa-counselling.co.uk) in the first instance. I will acknowledge your complaint within 30 days and respond without undue delay.

If you remain unsatisfied, you have the right to contact the Information Commissioner's Office (ICO):

- Website: [ico.org.uk](http://ico.org.uk)
- Phone: 0303 123 1113

## **8. Data Security**

Client notes and records are stored securely and anonymised. Paper records are kept in a locked cabinet. I regularly review my security practices to ensure your data is protected.

## **9. Cookies**

If you visit my website, cookies may be used to improve your experience. You will be given the opportunity to manage your cookie preferences on arrival. I only use cookies where lawfully permitted under DUAA updates to PECR.

## **10. Changes to This Policy**

I review this policy regularly. The most current version will always be available on my website. Significant changes will be communicated to active clients directly.

*This privacy policy reflects compliance with UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025 (DUAA), including provisions in force from 19th June 2026.*