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. 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 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
- 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.