



Side By Side Support and Counselling

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Privacy Notice

This document explains how personal data is processed as part of counselling and what rights you have in relation to your data.

Who I am

The data controller is:

Magdalena Hetmanczuk - Side by Side Support and Counselling
A self-employed counselling practice.

I am registered with the Information Commissioner's Office (ICO).

What data I process

Depending on the situation, I may process the following personal data:

- name and surname
- contact details (telephone number, email address)
- organisational information (session dates, payments)
- brief session notes
- where consent has been given – GP contact details
- limited technical data related to use of the website (see below)

I do not collect data that is unrelated to counselling or the running of my practice.

Why I process personal data

Personal data is processed in order to:

- organise and provide counselling sessions,
- ensure continuity and quality of the work,
- keep counselling-related records,
- manage financial arrangements,
- support safety within professional responsibilities.

Lawful basis for processing

Personal data is processed on the following lawful bases under UK GDPR:

- **Article 6(1)(b) – Contract:** processing is necessary to provide and organise counselling sessions and manage agreed arrangements.
- **Article 6(1)(c) – Legal obligation:** where processing is required to comply with legal duties (for example, safeguarding responsibilities or tax obligations).
- **Article 6(1)(f) – Legitimate interests:** to maintain appropriate professional records, ensure continuity of the work, and operate the practice safely and effectively.
- **Article 9(2)(h) – Provision of health or social care:** counselling involves processing special category data (including information about health and wellbeing), which is processed for the purpose of providing counselling in line with professional obligations.

Personal data is processed only to the extent necessary for these purposes.

Confidentiality and data security

Your data is stored securely and treated as confidential.

- session notes are brief and stored separately from identifying information,
- electronic data is password-protected,
- paper records are kept in a secure location.

How long data is kept

Data is kept for the period required by legal and ethical standards. Counselling records are usually retained for up to 5 years after the end of the work. This retention period reflects professional, ethical, and insurance requirements.

Financial records are retained in line with HMRC requirements. After these periods, data is securely deleted/destroyed.

Sharing personal data

Personal data is not shared with third parties, except where:

- this is required by law,
- it relates to serious risk or safeguarding concerns,
- you have given explicit consent (for example, contact with your GP),
- online sessions take place using secure third-party video or communication platforms; these providers act as separate data controllers and operate under their own privacy policies and data protection standards.

Any material discussed in professional supervision is fully anonymised. Supervision is a standard requirement of counselling practice and supports safe and ethical working.

Website use and cookies

The Side by Side Support and Counselling website may collect limited technical information, such as IP address, browser type, or anonymised website usage statistics.

This information is used to:

- ensure the website functions correctly,
- improve usability and clarity,
- understand how the website is used.

The website may use cookies, which are small files stored on your device. Some cookies are necessary for the website to function. Others may be used to understand how visitors use the site (for example, through analytics tools such as Google Analytics).

Where non-essential cookies are used, you will be asked for your consent via a cookie banner.

Cookies are not used for marketing purposes at this stage. If this changes, this Privacy Notice will be updated accordingly.

You can manage or disable cookies at any time through your browser settings.

Using the website is not a condition of accessing counselling.

Your rights in relation to personal data

You have rights under UK data protection law, including the UK GDPR and the Data Protection Act 2018. This means you have a say in how your personal data is used.

In particular, you have the right to:

- access your personal data
- request correction of inaccurate or outdated data
- request restriction of processing in certain situations
- object to the processing of your data
- withdraw consent where processing is based on consent
- lodge a complaint with the supervisory authority if you believe your data has been processed improperly
- request erasure of your personal data in certain circumstances

Please note that some data may need to be retained where there are legal or ethical obligations.

Further information about your rights and how to exercise them is available from the Information Commissioner's Office (ICO):

www.ico.org.uk

Data protection concerns

If you have questions or concerns about how your personal data is processed, you are welcome to contact me in the first instance.

You also have the right to raise a concern with:

Information Commissioner's Office (ICO)

www.ico.org.uk

You can contact me using the details above or by email:hetmanczukmagdalena@gmail.com

Changes to this Privacy Notice

This Privacy Notice may be updated if there are changes in the law or in how the practice operates.

The current version of this Privacy Notice is available on the website and on request.

