

# **Pacino Counselling Privacy Notice**

## **Pacino Counselling Privacy Notice**

Pacino Counselling is committed to protecting your privacy and handling your personal information in accordance with UK data protection law and the UK GDPR.

## **Who We Are**

Pacino Counselling provides counselling services and acts as the Data Controller for personal information provided by clients. ICO Registration Number: ZB509632.

## **Information We Collect**

We may collect your name, address, telephone number, email address, emergency contact details, GP details where relevant, appointment records, session notes, payment records, and any information you choose to share during counselling sessions.

## **Why We Collect Your Information**

To provide counselling services, manage appointments, maintain professional records, comply with legal and insurance requirements, and support client wellbeing.

## **Lawful Basis for Processing**

Processing is carried out under the UK GDPR using lawful bases including contract, legitimate interests, legal obligations, and consent where appropriate. Special category health information is processed in accordance with Article 9 UK GDPR.

## **Confidentiality**

Information shared during counselling is treated as confidential. However, confidentiality may be broken where there is a legal requirement, court order, safeguarding concern, or serious risk of harm to yourself or others.

## **How We Store Information**

Records may be stored electronically and/or in paper format. Appropriate security measures are used to protect personal information from unauthorised access, loss, misuse, or disclosure.

## **How Long We Keep Information**

Records are retained in accordance with professional, legal, insurance, and regulatory requirements. When no longer required they are securely destroyed or permanently deleted.

## **Sharing Information**

Personal information will not normally be shared with third parties unless required by law, necessary to protect safety, or where consent has been provided.

## **Your Rights**

You have the right to access your information, request correction of inaccurate information, request erasure where appropriate, restrict processing, object to processing, and lodge a complaint with the ICO.

## **Complaints**

If you have concerns regarding how your personal information is handled, please contact Pacino Counselling first. If you remain dissatisfied, you may complain to the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk).

## **Contact Details**

Email: [Insert Email Address] Website: [Insert Website Address] ICO Registration Number:  
ZB509632