JEN CHRISTIE COUNSELLING
space to reflect, rediscover, rebuild

PRIVACY NOTICE FOR JEN CHRISTIE COUNSELLING

Last updated: 6 October 2026

Your privacy is very important to me, 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 me. This notice explains what information I collect about you, why I collect it, how I look after it, and the choices you have. I have tried to keep it in plain English. If anything is unclear, please ask me.

Who I am

I am Jen Christie, a counsellor practicing as Jen Christie Counselling. I am an accredited and registered member of the British Association for Counselling and Psychotherapy (MBACP (Accred), Membership No.: 387495) and a registered member of the Association of Christians in Counselling (R01698) and I am the "data controller" for the information described in this notice, which means I am responsible for looking after it. I am registered with the Information Commissioner's Office (ICO), registration number [ZB168248].

You can contact me about anything in this notice by emailing jenchristiecounselling@protonmail.com or by calling or messaging me on 07823 845676.

What information I collect

Depending on how we work together and the stage of work, I may hold:

- Your contact details (name, address, email address, phone number)
- Information you share with me in assessment session, counselling sessions, and my session notes
- Information from your initial enquiry or assessment (GP & emergency contact details, medical information)
- Payment and invoicing records

Why I collect this information and the legal basis for collecting it

I use your information to provide therapy to you, to keep the records in line with safe and ethical practice, to manage appointments and payments, and to meet my legal and insurance obligations.

UK data protection law[1] requires me to have a lawful basis for holding your information. In most cases that is the agreement between us (our therapy contract), my legitimate interest in running my practice responsibly, or a legal obligation.

Some of the information you share with me may be about your health. The law treats health information as "special category data"[2] and requires an additional legal condition for it to be used. I rely on the condition that allows health and care professionals, such as counsellors, to use this information where they are subject to a duty of confidentiality.

Where I need your consent for something specific, I will ask for it clearly. You can withdraw your consent at any time.

Data Breach Procedure

If there is a personal data breach involving your information, I will take immediate steps to contain and assess the situation. Where the breach is likely to result in a risk to your rights and freedoms, I will:

- notify the Information Commissioner's Office (ICO) within 72 hours, as required by law;
- inform you as soon as possible, explaining what happened, what data may be affected, and the steps being taken to protect it; and
- offer guidance on any actions you may need to take to safeguard your information.

I take the security of your personal data seriously and regularly review my systems and procedures to minimise the risk of breaches.

Digital tools and AI

I use the following digital tools to run my practice: Protonmail for email correspondence and storage, 'Sessions' teletherapy platform run by Psychology Today for online sessions and Microsoft Office for accounting, resources and storage. Each of these platforms uses Two Factor Authentication for additional security.

No client information is entered into AI tools.

[1] Data (Use and Access) Act 2025 accessed at: https://www.gov.uk/guidance/data-use-and-access-act-2025-data-protection-and-privacy-changes
[2] Special Category Data accessed at: https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/a-guide-to-lawful-basis/special-category-data/#scd1

Who I share your information with

What you share with me remains confidential, with a small number of exceptions that are outlined in the counselling contract. I discuss my work in clinical supervision, without details that identify you. I may need to share information if the law requires it, or if I believe you or someone else is at serious risk of harm. Wherever possible I would talk to you first. A trusted colleague holds secure instructions so clients can be contacted if I am suddenly unable to practise. My accountant sees invoicing records, which only contain client codes and no identifiable or personal information.

I never sell your information, and I never share it for marketing.

How long I keep your information

I keep session notes and client records for six years after our work ends, in line with BACP guidance and in accordance with the standard limitation period for civil claims in Northern Ireland[3], after which I will then delete or destroy them securely. Enquiry emails from people who do not become clients are deleted after six months. Payment records are kept for six years from the end of the relevant financial year.

How I keep it safe

Session notes are stored in a locked cabinet. Client referral forms are stored on my laptop which is password-protected and backed up securely and contact with clients via email is through Protonmail, which uses end-to-end encryption.

Your rights

You have rights over your information, including the right to ask for a copy of it, to have mistakes corrected, to ask me to delete it, to object to or restrict how I use it, and to withdraw any consent you have given. Some of these rights have limits, for example where I am required to keep records, but if you ask I will always explain what I can do.

To use any of these rights, please contact me at jenniferchristie@protonmail.com and I will respond within one month.

Complaints

If you are unhappy with how I have handled your information, please tell me first and I will do my best to put it right. You also have the right to complain to the Information Commissioner's Office at http://ico.org.uk or by phoning 0303 123 1113.

[3] https://www.legislation.gov.uk/nisi/1989/1339/contents/made?view=plain

If you want to make a formal complaint about the way I have processed your personal information you can contact the Information Commissioner's Office. For more information go to ico.org.uk/make-a-complaint.

Consent to the GDPR agreement:

Your use and undertaking of the services of Jen Christie Counselling constitutes your approval and acceptance of this agreement, and you are consenting to my use and storage of your personal information, as detailed above. You have the right to withdraw your consent at any time.

Signed (client): _____ Date: _____