



## Privacy Policy

Charlotte Wall Counselling

Last updated: June 2026

### Your privacy matters

If you contact Charlotte Wall Counselling, any personal information you share will be treated with care, respect, and confidentiality.

This Privacy Policy explains how personal information may be collected, used, stored and protected when you use this website or contact Charlotte Wall Counselling.

### Who I am

Charlotte Emma Wall trading as Charlotte Wall Counselling is the data controller responsible for the personal information collected through this website and in relation to counselling, supervision, mentoring and related services.

#### **Charlotte Wall Counselling**

Unit 14D The Barns, Moss End Garden Village, Maidenhead Road, Warfield RG42 6EJ

Email: [info@charlottewallcounselling.com](mailto:info@charlottewallcounselling.com)

Website: [www.charlottewallcounselling.com](http://www.charlottewallcounselling.com)

If you have any questions about this Privacy Policy or how your information is handled, please get in touch.

### What information may be collected

#### When you visit this website

Certain information may be collected automatically to help improve the website and understand how visitors use it. This may include:

- IP address
- Browser type and device information
- Pages visited and time spent on the website
- General website usage information collected through cookies and analytics

This information does not usually identify you personally.

#### When you contact me

If you get in touch via the contact form, email, telephone, or enquiry form, I may collect:

- Your name
- Email address
- Telephone number



- Any information you choose to share in your enquiry

Please avoid sharing highly sensitive or detailed personal information through website contact forms or email where possible. More detailed information can be discussed confidentially if we arrange to work together.

## How your information is used

Your information may be used to:

- Respond to enquiries
- Arrange consultations or appointments
- Provide counselling, supervision, mentoring, or related services
- Maintain appropriate professional records
- Meet legal, ethical, or regulatory obligations
- Improve website performance and user experience

Your information will never be sold to third parties.

## Legal basis for processing information

Under UK data protection law, personal information is processed using one or more of the following lawful bases:

### **Legitimate interests**

To respond to enquiries and manage communication about services.

### **Contract**

Where information is necessary to arrange or provide counselling, supervision, mentoring, or related services.

### **Legal and professional obligations**

To meet ethical, safeguarding, insurance, professional body, and legal requirements.

### **Special category data**

Where counselling, supervision, mentoring or other related services are provided, relevant health or sensitive personal information may be processed under Article 9 UK GDPR for the provision of health or therapeutic services and the establishment, exercise or defence of legal claims where necessary.

## Confidentiality

Privacy and confidentiality are taken seriously.

Any information shared through an enquiry will be treated respectfully and only used for the purpose of responding to your contact.



If we begin working together, confidentiality, record keeping, and its limits (for example safeguarding or legal obligations) will be discussed fully as part of the counselling or supervision agreement.

## How information is stored

Reasonable technical and organisational measures are used to protect personal information. Information may be stored securely through:

- Password-protected email systems
- Secure website hosting
- Professional practice management systems (where relevant)
- Secure digital storage systems
- Only trusted third-party providers are used where appropriate to support the safe delivery of services.

## Kiku

Charlotte Wall Counselling uses Kiku, a professional practice management platform, to support the administration and delivery of counselling, supervision and related services. Information relating to appointments, client administration and professional records may be stored and processed through Kiku for the purposes of delivering services. Kiku acts as a service provider supporting Charlotte Wall Counselling and processes information in accordance with its own privacy and security arrangements.

## Third-party services

This website may use trusted third-party services to support website performance and service delivery, including:

- Website hosting providers
- Website developers or maintenance services
- Analytics services such as **Google Analytics**
- Email providers
- Professional practice management systems – including Kiku

These providers only process information where necessary and are expected to meet appropriate data protection standards.



## Google Analytics

This website uses **Google Analytics** to help understand how visitors use the website and improve content and usability.

Google Analytics collects information such as pages visited, time spent on pages, and how visitors navigate the site. This data is anonymised and does not personally identify individual visitors.

You can learn more about how Google handles data here:

[Google Privacy Policy](#)

## Cookies

This website uses cookies to support functionality and understand website usage. You will be asked to consent to non-essential cookies when visiting the site.

For more information, please see the **Cookie Policy**.

## How long information is kept

Enquiry information where services do not proceed is usually retained for up to **6 months** before secure deletion.

Where counselling, supervision, or mentoring begins, records are retained in accordance with professional, insurance, safeguarding, and legal requirements, typically for **7 years after the end of services** (or longer where clinically, legally, or ethically appropriate).

## Concerns about how your information is being handled

If you have any concerns about how your personal information is collected, stored, or used, please contact Charlotte Wall Counselling in the first instance so that concerns can be reviewed and responded to appropriately.

Concerns can be raised by email at **info@charlottewallcounselling.com**.

A response will usually be provided within **30 days**, although more complex matters may occasionally take longer.

If you remain dissatisfied, you have the right to raise a concern with the Information Commissioner's Office (ICO).

Requests regarding your personal information can be made by contacting [info@charlottewallcounselling.com](mailto:info@charlottewallcounselling.com)



## Your rights

Under UK GDPR, you have rights relating to your personal information, including:

- The right to access your information
- The right to request correction of inaccurate information
- The right to request deletion in certain circumstances
- The right to restrict or object to processing in some circumstances
- The right to lodge a complaint with the Information Commissioner's Office (ICO)

You can find more information at:

[Information Commissioner's Office \(ICO\)](#)

## Links to other websites

This website may include links to other websites. Once you leave this website, Charlotte Wall Counselling is not responsible for how other websites collect or use your information. Please review their privacy policies separately.

Some trusted third-party providers may process information outside the UK where appropriate safeguards are in place in accordance with UK data protection law.

## Changes to this Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in services, legal requirements, or website functionality.

The most recent version will always be available on this website.