



PRIVACY POLICY.

Rachel Trumfield. MBACP at New Hope Counselling, Plymouth.

Last updated: 26/10/26.

Rachel Trumfield at New Hope Counselling, Plymouth is committed to protecting your privacy and personal data. This privacy policy explains how personal information is collected, used, stored and protected when you visit my website or make contact.

If you have any questions about this policy or how your information is handled, please contact me via the website contact page.

Data Controller.

For the purposes of UK data protection law the data controller is :

Rachel Trumfield of New Hope Counselling, Plymouth, United Kingdom who is registered with the Information Commissioner's Office (ICO).

Personal Data I Collect.

I may collect and process the following information:

1.Information you provide directly.

When you complete the contact form on this website, you may provide personal details such as your name, email address, telephone number and IP address.

2.Correspondence.

If you contact me by email, telephone or post, a record of that correspondence may be retained.

3.Website usage data.

Information about how you use this website may be collected, including traffic data, location data, IP address, browser type and operating system. This information is collected for statistical purposes only and does not identify you personally.

Special Category (Sensitive) Data.

As a part of counselling and psychotherapy services, I may process special category personal data, such as health or wellbeing information that you choose to share.

Special category data is processed under Article 9 (2) (h) UK GDPR (health or social care) and Article 9 (3) (professional confidentiality obligations), alongside Article 6(1)(b) (contract). Explicit consent may be used for optional sharing.

Appropriate safeguards are in place to protect sensitive information.

Lawful Basis for Processing.

Under UK GDPR, personal data is processed on the following lawful bases:



- Consent – where you have actively contacted me or agreed to the processing of your information.
- Contractual necessity -where processing is required to take steps prior to or during a counselling or psychotherapy contract.
- Legal obligation – where I am required to retain information by law, insurance requirements or professional standards.
- Legitimate interest -where I need to run my practice safely and respond to enquiries.

How Your Data Is Stored.

Personal information submitted via the contact form is sent securely to my email account. This account is password protected and is hosted by Krystal hosting which provides standard encryption and operates under its' own privacy policies. Access to this account is restricted to me alone.

Where your information is stored:

- Emails – Roundcube Email hosted by Krystal Hosting.
- Text Messages – stored on my separate work mobile phone.
- Clinical Notes – handwritten and stored securely in a locked filing cabinet.
- Clinical Will App- the name, email address and phone number of all current clients and supervisees are stored securely on this app which is password protected.

Electronic Documents.

If I create any documents relating to our work (for example letters, receipts, invoices, reports or summaries) these may be stored securely on my password-protected laptop within my encrypted OneDrive account. OneDrive is a secure, GDPR compliant cloud storage service provided by Microsoft. These documents are accessible only to me and are deleted when no longer required. They are handled in line with my confidentiality, data protection and retention policies.

Reasonable and appropriate measures are taken to ensure your personal data is kept secure and confidential.

How Long Your Data Is Kept.

- Initial enquiries; retained for up to 12 months if no therapeutic relationship is formed.
- Client records and notes: retained for a minimum of 7 years in line with insurance, legal and professional requirements.
- Emails and correspondence: deleted when no longer required.
- Financial records: retained as required for tax and accounting purposes.

Personal data is not retained for longer than necessary.



How Your Information Is Used.

Your personal data may be used:

- To respond to enquiries and provide requested information.
- To manage and deliver counselling and psychotherapy services.
- To meet legal, regulatory, insurance or professional obligations.

Sharing of Your Information.

Your personal information is not sold, rented or shared with third parties.

Information will only be disclosed where legally required or where there is a serious risk of harm, in accordance with legal and ethical responsibilities.

This includes safeguarding concerns, suicide risk, serious crime, medical emergencies or court orders. Only the minimum necessary information will be shared.

Confidentiality and Clinical Supervision.

Therapy is confidential.

I may discuss aspects of client work in supervision to support safe and ethical practice.

Clinical Will.

I have a clinical will arrangement with trusted professional colleagues who may access the minimum information required to contact clients (via the secure password-protected Clinical Will App) in the event of me being seriously incapacitated or dying. They are bound by confidentiality and will only access information if necessary.

Online Therapy.

If we work online, sessions take place via Zoom Pro. I take reasonable steps to protect confidentiality and I ask clients to choose a private space where they cannot be overheard. Zoom may process technical information such as IP address or device data.

AI, Transcription and Recording.

I do not use AI tools, transcription software or automated decision-making systems for therapy sessions or clinical notes. All clinical notes are handwritten. I do not put identifiable client information into AI systems or public digital tools.

Your Rights Under UK GDPR.

You have the right to:

- Request access to your personal data.
- Request correction of inaccurate or incomplete data.



- Request erasure of your personal data (where applicable).
- Restrict or object to processing.
- Request data portability.
- Withdraw consent at any time (where consent is the lawful basis).

To exercise any of these rights, please contact me via the website.

Complaints.

If you are unhappy with how your personal data is handled, you have the right to complain. If you make a data complaint please include:

- Your name.
- What your concern is about.
- What you would like me to look in to.
- How you would prefer me to respond.

I will acknowledge your complaint within 30 days and investigate it without undue delay.

If you remain dissatisfied, you may escalate your complaint to the ICO.

Cookies and IP Addresses.

The website may collect information about your device including IP address, operating system and browser type, for statistical purposes. This data does not identify you personally.

You can control or disable cookies through your browser settings. Where non essential cookies are used (such as analytics) a cookie banner will be displayed.

Links to Other Websites.

This website may contain links to external websites. These websites have their own privacy policies and Rachel Trumfield of New Hope Counselling Plymouth is not responsible for their content or privacy practices.

Changes to this Policy.

Any updates or changes to this policy will be posted on the website.

Contact Form Consent.

By submitting an online contact form, you consent to Rachel Trumfield of New Hope Counselling, Plymouth, storing and processing your personal data.