

Privacy Policy

Brambleside Counselling

Last updated: 31 August 2026

At Brambleside Counselling, your privacy is important. This policy explains what information I collect, why I collect it, and how it is stored and protected.

Who I am

Brambleside Counselling is operated by Emma Whittaker and provides person-centred counselling services in Euxton, Lancashire.

If you have any questions about this policy, please contact me using the details on my Contact page.

Information I collect

- Your name
- Telephone number
- Email address
- Emergency contact details (where appropriate)
- Information you choose to share during enquiries or counselling sessions
- Appointment records
- Relevant health information where it relates to providing safe counselling

How your information is used

Your information is used to:

- Respond to your enquiry
- Arrange appointments
- Provide counselling services
- Maintain confidential client records
- Meet legal and professional obligations

I will never sell or share your personal information for marketing purposes.

Confidentiality

Everything discussed during counselling is treated confidentially.

There are, however, rare circumstances where confidentiality may need to be broken, including:

- If there is a serious risk of harm to yourself or someone else
- Where required by law
- Where safeguarding responsibilities apply

Where possible, I will always aim to discuss this with you first.

How your information is stored

Your information is stored securely using password-protected systems and secure storage. Only I have access to your personal records.

Client records are retained in accordance with professional guidance before being securely destroyed.

Website data

My website may collect anonymous information such as:

- Browser type
- Device information
- Pages visited

This helps improve the website but does not identify you personally.

If cookies are used, you can control these through your browser settings.

Your rights

Under UK GDPR you have the right to:

- Request access to your personal information
- Request corrections
- Request deletion where appropriate
- Restrict certain processing
- Withdraw consent where applicable

Changes to this policy

This Privacy Policy may be updated from time to time. The latest version will always appear on this website.