Registered Member 396933
MBACP

Kerry Hampton Counselling

Integrative Somatic Trauma Psychotherapist

(Mbacp, Dip. Somatic Trauma)

Privacy Policy

Kerry Hampton – Counselling and Somatic Trauma Therapy

Last updated: November 2026

1. Who I am

I am Kerry Hampton, an independent counsellor and somatic trauma therapist, based in Hilperton near Trowbridge, Wiltshire.

I work in private practice, providing face-to-face counselling from a private garden cabin at my home and online counselling to clients across the UK.

I am registered with the Information Commissioner's Office (ICO) as a data controller.

ICO registration number: ZB500473

I take the privacy and confidentiality of the people who contact me and work with me seriously. This policy explains what personal information I collect, why I need it, how I use and protect it, when it may be shared and how long I keep it.

2. What information I collect

Depending on how you contact me and whether you work with me, I may collect and hold the following information:

Personal and contact information

- Your name and contact details, such as your email address and telephone number.

- Your address, where needed for my records.
- Your GP details, where relevant and provided.
- Emergency contact details, where appropriate.

Counselling and therapy information

If you become a client, I may keep information relevant to our work together, including:

- Information you share about your life, experiences and circumstances.
- Information about your emotional wellbeing and mental health.
- Relevant medical or health information.
- Notes relating to our counselling sessions and therapeutic work.
- Information about risk, safeguarding or support needs, where relevant.

This information may include special category personal data, particularly information about your health.

Payment and administrative information

- Details of payments and fees.
- Appointment and cancellation records.
- Relevant correspondence about our work together.

Website information

If you visit my website, Wix may collect technical information such as your IP address, browser and device information, pages visited and general location information. Cookies and similar technologies may also be used.

3. How I collect your information

I collect information in a number of ways:

- When you contact me by email, telephone, text or WhatsApp.
- When you complete or return my counselling contract or provide contact details.
- During our counselling sessions, whether face-to-face or online.
- Through relevant correspondence during our work together.
- Automatically through my website, where cookies or analytics technologies are used.

You are welcome to ask me questions about the information I hold and how it is used.

4. Why I use your information

I use your information only where it is necessary for the running of my counselling practice and the work I provide.

This includes:

- Responding to enquiries and arranging appointments.
- Providing counselling and maintaining appropriate clinical records.
- Communicating with you about appointments or matters relating to our work.
- Managing payments and practice administration.
- Meeting my professional, legal and ethical responsibilities.
- Seeking appropriate clinical supervision to support safe and ethical practice.
- Responding to concerns about safety or safeguarding where necessary.
- Making sure that appropriate arrangements can be made if I become unable to continue working.

I do not sell your personal information or use your counselling information for marketing.

5. The lawful basis for using your information

UK data protection law requires me to have a lawful reason for collecting and using personal information.

For my counselling practice, I rely on the following lawful bases, depending on the purpose:

Article 6 – General personal information

- **Article 6(1)(b) – Contract:** where information is needed to arrange and provide counselling, manage appointments and carry out the counselling agreement.
- **Article 6(1)(f) – Legitimate interests:** where information is needed for the safe and effective running of my private practice, including appropriate professional administration and record keeping.
- **Article 6(1)(c) – Legal obligation:** where I need to keep or disclose information to meet a legal requirement.
- **Article 6(1)(d) – Vital interests:** where information needs to be used to help protect someone's life in an emergency.

Article 9 – Special category information

Counselling records may contain sensitive information about your health and emotional wellbeing. This is known as special category personal data.

For confidential counselling work, I rely on **Article 9(2)(h) of the UK GDPR**, together with **Schedule 1, Part 1, condition 2 of the Data Protection Act 2018**, where the processing is necessary for the provision of health or social care and the applicable professional confidentiality requirements are met.

I also have a duty to respect the confidentiality of the information you share with me. This means that your counselling information is treated with care and is not shared routinely.

Your agreement to attend counselling is not the same as giving consent for every use of your personal information. I explain how your information is used in this policy and in our counselling agreement.

There may be circumstances, such as a serious safety concern or a legal requirement, where information needs to be shared under a different lawful basis.

6. Confidentiality and sharing information

Confidentiality is an important part of counselling. What you share with me is treated as confidential.

I do not routinely share information about you with other people or organisations.

There are, however, limited circumstances where confidentiality may need to be broken. These may include:

- Where I believe there is a serious risk of harm to you or another person.
- Where there are safeguarding concerns involving a child or an adult at risk.
- Where disclosure is required by law or a court order.
- Where sharing information is necessary to help protect someone's life or prevent serious harm.

Where it is appropriate and safe to do so, I will aim to discuss any need to share information with you beforehand.

Only information that is necessary for the particular concern will be shared, and I will consider confidentiality and my legal and professional responsibilities when making that decision.

7. Professional supervision and clinical records

As part of my professional practice, I attend clinical supervision. Supervision provides a confidential space to reflect on my work, consider client needs and maintain safe and ethical practice.

I may discuss aspects of my counselling work in supervision. Wherever possible, I avoid sharing information that could identify you. If identifying information is necessary, I take care to ensure that it is handled appropriately and confidentially.

I keep appropriate clinical records of our work together. These are stored securely and are used to support continuity, safety and professional accountability.

8. Online counselling and communication

I offer online counselling using Microsoft Teams. If Teams is unavailable or experiences technical difficulties, Google Meet may be used as an alternative.

Online sessions take place from a private room in my garden cabin. I take reasonable steps to protect the privacy of online sessions.

I do not record counselling sessions.

I may communicate with you by email, telephone, text message or WhatsApp for appointment arrangements and other matters relating to our work.

Please remember that electronic communication can carry some privacy risks. I take reasonable care when using these methods, but cannot guarantee the security of every external service or device.

Microsoft Teams, Google Meet, email and messaging services may process some technical or account information in accordance with their own privacy policies.

9. Clinical Will

As part of my professional responsibilities, I have made arrangements for a Clinical Will.

This means that if I were to die or become unable to continue working, nominated counsellor executors may need to access limited information about my practice and clients.

Their role would be to contact affected clients, explain the situation, cancel appointments and, where appropriate, offer information about alternative support or signposting.

Any access to client information would be limited to what is reasonably necessary to carry out these responsibilities. My Clinical Will arrangements are intended to protect clients and support continuity of care if something unexpected happens.

10. How long I keep your information

I keep personal information only for as long as it is needed for the purposes for which it was collected, taking account of my professional responsibilities, legal obligations and insurance requirements.

I retain counselling records securely in accordance with my professional, legal and data protection responsibilities.

Client records are retained for **six years from the date of the first session**, after which they are securely destroyed, unless there is a legitimate reason or legal requirement to retain them for longer.

Records relating to complaints, incidents or potential legal claims may be retained for longer where necessary to protect my professional interests, meet legal obligations or respond to an actual or potential claim.

Records are securely destroyed when they are no longer required.

11. Who I share information with

I do not sell, rent or trade your personal information.

In the ordinary running of my practice, information may be processed by services I use, where necessary. These may include:

- Wix, which hosts my website.
- Microsoft Teams, for online counselling.
- Google Meet, as an alternative online meeting service if required.
- Email, telephone and messaging providers used to communicate with you.
- Payment or banking providers, where relevant to processing payments.
- My clinical supervisor, in connection with confidential professional supervision.
- My nominated Clinical Will executors, if they need to carry out their responsibilities.

These organisations may process information in accordance with their own privacy and data protection arrangements.

I will only share information where it is necessary, appropriate and lawful, taking account of my duty of confidentiality.

12. Website, cookies and analytics

My website is hosted by Wix.

Wix and the services and applications used on my website may use cookies and similar technologies. Some are necessary for the website to function, maintain security and support its basic operation.

My website uses Usercentrics for Wix to provide a cookie consent banner, allowing visitors to manage their consent preferences. The consent system categorises website components as Essential, Functional, Analytics and Marketing.

Essential components are required for the website to function. Other components are managed according to your consent choices, with Wix controlling whether they are allowed to load where consent is required.

The website's components and technologies may change as Wix updates its services or as website features are added or amended. I periodically review the website's component scan report to identify the components detected and their categories.

The scan report identifies website components rather than providing a definitive list of every individual cookie. For further information about cookies or technologies used by a particular service, please refer to the relevant service provider's privacy information.

Website analytics may be used to help me understand how visitors use the website, such as which pages are visited and general information about website traffic. This helps me understand whether the website is working effectively and how it might be improved. Where consent is required, these technologies should only operate in accordance with your consent choices.

Website information is separate from your counselling records. Visiting my website does not give me access to your private counselling information.

You can manage your cookie preferences through the cookie settings available on my website. You can also manage or delete cookies through your internet browser.

13. Your data protection rights

Under UK data protection law, you have rights in relation to your personal information. These include the right to:

- Ask whether I hold personal information about you.
- Request a copy of the personal information I hold about you.

- Ask me to correct information that is inaccurate or incomplete.
- Ask for information to be erased in certain circumstances.
- Ask me to restrict how I use your information in certain circumstances.
- Object to certain types of processing.
- Make a complaint to the Information Commissioner's Office.

These rights are subject to certain legal conditions and exemptions. For example, I may need to retain some counselling records to meet professional, legal or insurance requirements, even if you ask for them to be erased.

If you would like to exercise any of these rights, please contact me using the details below.

14. How I protect your information

I take reasonable and appropriate steps to keep your personal information safe and secure.

This includes:

- Keeping paper records in locked storage.
- Taking care with access to electronic records and accounts.
- Using passwords and appropriate device security.
- Limiting access to information to those who need it for legitimate purposes.
- Taking care when sending or discussing confidential information.
- Disposing of paper and electronic information securely when it is no longer required.

No method of storing or transmitting information can be guaranteed to be completely secure, but I take my responsibilities seriously and aim to protect your information appropriately.

15. Data protection concerns and complaints

If you have any questions or concerns about how I use or protect your personal information, please contact me in the first instance. I will be happy to discuss your concerns.

You also have the right to raise a concern with the Information Commissioner's Office (ICO), which is the UK's independent data protection regulator.

You can find information and contact details at:

https://ico.org.uk/

My contact details

Kerry Hampton

Email: kerryhamptoncounselling@gmail.com

Telephone: 07827 027499

16. Reviewing this policy

This Privacy Policy may be updated from time to time to reflect changes in my practice, the services I use or data protection requirements.

The latest version will be available on my website.

If you have any questions about this policy or how your personal information is handled, please feel free to contact me.

Thank you for taking the time to read this policy.