



Our Privacy Policy

At Kalmer counselling confidentiality and your personal privacy is very important to us. We work in accordance with the ethical guidelines of the British Association for Counselling & Psychotherapy (BACP) These guidelines protect you as a client and ensure that our organisation and staff team conduct themselves with professionalism and integrity.

We also take care to maintain your confidentiality in accordance with the General data protection regulation (GDPR 2018)

Clients' personal information

As part of the therapeutic process, we will hold your personal information and notes from your therapy sessions. At the referral process or initial assessment your personal contact information will be recorded along with the reason for seeking counselling.

This information is accessed by only the office team and your assigned therapist and would never be passed in to any third party organisations.

The therapeutic process

Everything that you discuss with your therapist is confidential. Confidentiality will only be broken if there is concern about your safety or the safety of someone else or we are instructed to do so by a Court of Law. In any of these cases we will always speak to you about this first.

Your therapist will receive clinical supervision each month to discuss casework and other professional issues in a structured way. The purpose is to assist the therapist to learn from their experience and progress in expertise, as well as to ensure good service and ethical practice to their clients.

All of our counsellors at Kalmer follow the BACP recommend guidelines with regards to one and half hours per month of supervision with a qualified experienced supervisor. All of these sessions are bound by confidentiality.

Notes will be kept by your therapist after each session and will be anonymised and stored in a locked filing cabinet. Our service abides by industry guidelines which means we must keep these securely for seven years after your therapy comes to an end. After this time, they will be confidentially destroyed.

Details about what is discussed in your sessions will remain confidential between you and your therapist. Any other information can only be shared if you give your written consent for us to do so.



Data Usage

We will only use your email address and telephone number to contact you about your appointments. Your therapist may contact you directly. Any personal data retained by our service or your therapist is kept in accordance with GDPR 2018