



Effective Date: 12/3/25

1. Introduction

Welcome to Nourished Mind Therapy. Your privacy is of utmost importance. This Privacy Policy outlines how I collect, use, protect, and disclose your personal information when you use my counselling services. You consent to the practices described in this policy by engaging with the services that I provide.

2. Information I Collect

I collect various types of information to provide and improve our services, including:

- **Personal Information:** This includes information that can identify you, such as your name, contact information (phone number, email address), date of birth, and any other information you provide during our sessions or through our intake forms.
- **Health Information:** This includes sensitive information related to your mental health, medical history, symptoms, diagnoses, and treatment plans. This information is collected to provide effective counselling services.
- **Session Notes:** I maintain confidential notes of our counselling sessions, which may include details of our discussions, your progress, and treatment recommendations.
- **Communication Data:** This includes records of our communications, such as emails, text messages, and phone calls.
- **Website Usage Data:** If you use my website, I may collect information about your interactions, such as IP addresses, browser type, and pages visited.

3. How I Use Your Information

I use your information for the following purposes:

- To provide counselling services tailored to your needs.
- To communicate with you regarding appointments, session updates, and other relevant information.
- To maintain accurate records of your treatment.
- To comply with legal and ethical obligations.
- To improve our services and client experience.
- For billing and administrative purposes.

4. Data Security

I take the security of your information seriously and implement appropriate technical and organisational measures to protect it from unauthorised access, disclosure, alteration, or destruction. These measures include:

- Secure storage of electronic records.
- Encryption of sensitive data during transmission.



- Restricted access to personal information, limited to authorised personnel.
- Regular security assessments and updates.

5. Data Retention

I retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by law. Retention periods may vary depending on the type of information and applicable regulations.

More information on the Information Commissioner's Office (ICO). Being a registrant means adhering to strict data protection laws, ensuring your personal information is handled securely and confidentially. This commitment to transparency and trust provides peace of mind that your sensitive data is safe and managed ethically throughout our work.

6. Disclosure of Information

I will not disclose your personal information to third parties without your consent, except in the following circumstances:

- **Legal Obligations:** I may disclose information when required by law, such as in response to a court order or subpoena.
- **Protection of Safety:** I may disclose information if I believe it is necessary to protect your safety or the safety of others, such as in cases of imminent harm.
- **Supervision:** In order to maintain ethical and professional standards, I discuss the therapeutic work with my supervisor. Supervisors are also bound by confidentiality.
- **Emergencies:** In the event of an emergency where you are unable to provide consent, I may release necessary information to emergency services.

7. Your Rights

You have the following rights regarding your personal information:

- **Access:** You have the right to access the personal information I hold about you.
- **Rectification:** You have the right to request corrections to any inaccurate or incomplete information.
- **Erasure:** You have the right to request the deletion of your personal information, subject to legal and ethical constraints.
- **Restriction:** You have the right to request the restriction of processing your personal information.
- **Data Portability:** You have the right to receive your personal information in a portable format.
- **Withdrawal of Consent:** You have the right to withdraw your consent to the processing of your personal information at any time, where consent is the basis for processing.
- **Complaints:** You have the right to lodge a complaint with a supervisory authority.

8. Changes to This Privacy Policy



NOURISHED MIND THERAPY PRIVACY POLICY

I may update this Privacy Policy from time to time. I will notify you of any significant changes by posting the updated policy on the website or by other means of communication. Your continued use of my services after such changes constitutes your acceptance of the revised policy.

9. Contacting me

If you have any questions or concerns about this Privacy Policy or my data practices, please contact me at:

Vlatka Cesnik

Nourished Mind Therapy

vlatkolina@outlook.com

07480849055