



Privacy Policy

Who I Am

I am Barbara Farinelli, practising as Barbara Farinelli Counselling. I offer counselling services in English and Italian, based in the UK, and working with clients both in the UK and, where appropriate, in Italy.

I am a registered member of the British Association for Counselling and Psychotherapy (BACP) and I am committed to protecting your personal data and privacy in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and, where applicable, the EU GDPR and Italian privacy legislation (Legislative Decree 101/2018).

What Information I Collect

When you engage in counselling with me, I may collect and store the following personal information:

- Contact details (name, phone number, email address, and postal address if relevant)
- Emergency contact information
- GP or healthcare provider details (where appropriate)
- Minimal, anonymised session notes (reflections to support the therapeutic process)
- Payment and invoicing records (for legal and accounting purposes)

For children and young people under 18, I will also require consent from a parent or legal guardian, and I handle their personal data with the same level of care and confidentiality.

Why I Collect This Information

Your information is collected for the following purposes:

- To arrange and provide counselling sessions
- To contact you regarding your sessions or in case of emergency
- To maintain appropriate therapeutic records
- To comply with legal, professional, and insurance obligations
- For administrative and financial management

How Your Data Is Stored

- Paper records (if used) are stored securely in a locked cabinet
- Digital data is stored on password-protected devices
- Only I have access to your personal data
- In the event of my death or incapacity, a nominated professional (via my clinical will) will responsibly manage or securely destroy your records

Sharing of Information

I treat your personal data with strict confidentiality. I will not share your information with others unless:

- You provide explicit written consent
- I believe there is a serious risk of harm to yourself or others
- I am required to do so by law (e.g. safeguarding, terrorism, money laundering)
- I am discussing my work in clinical supervision (your identity remains protected and anonymised)

Data Retention

- Adult therapy records are retained for 7 years after the end of counselling
- Records for children and young people may be retained until the client reaches 18 years of age, plus 7 years, in line with professional guidelines
- Financial records may be retained longer in accordance with tax and legal obligations (e.g. HMRC requirements)
- After this period, records are securely destroyed or permanently deleted

Your Rights

You have the right to:

- Access the personal data I hold about you
- Request corrections to inaccurate information
- Request deletion of your data (where legally possible)
- Restrict or object to the processing of your data
- Withdraw your consent (where applicable) at any time
- Lodge a complaint with a data protection authority

Supervisory Authority Contacts

If you have concerns about how your data is handled, you may contact:

UK – Information Commissioner's Office (ICO):

■ 0303 123 1113

■ www.ico.org.uk

If you are based in Italy or elsewhere in the EU, you may also contact your local supervisory authority for data protection.

Website and Online Communication

If you contact me via my website, email, or online forms, I will collect only the personal information you provide. My website may use cookies for basic functionality; you can manage or disable these in your browser settings.

Online and telephone sessions are delivered via secure, encrypted platforms to protect your confidentiality.

Contact

If you have questions about this Privacy Policy or your data, please contact me:

Barbara Farinelli Counselling

■ Email: barbarafarinellcounselling@gmail.com

■ Phone: +44 7990 751 359