Website Privacy Notice

Counselling with Bee - Borbala Jakab

Who I am and what I collect

I am Borbala Jakab, the data controller. Contact: counsellingwithbee@gmail.com or +44 777 123 0070. ICO registration: ZB043854.

I use information you provide to respond to enquiries, discuss support and arrange appointments. This may include your name, contact details, age group, reply preference and message. Please keep initial enquiries brief and avoid detailed personal or medical information.

A separate client privacy notice explains how I handle counselling records.

Lawful reasons for using information

For enquiries about starting counselling, I rely on taking steps at your request towards a contract. For other enquiries, I rely on legitimate interests in responding and administering my practice, balanced against your privacy. Where a child's information is not covered by a contract with them, I rely on legitimate interests in providing appropriate care, considering their rights and wellbeing.

For sensitive information needed to arrange counselling, I rely on the health or social care condition and my duty of confidentiality. Other legal bases and conditions may apply to necessary safeguarding disclosures, legal obligations and legal claims.

Website and digital services

Wix hosts my website and stores contact-form submissions, which may also appear in my correspondence. I use WhatsApp Business for enquiries and appointments and receive interaction statistics from Google and Facebook profiles. These providers and external directories also have their own privacy notices.

My website uses essential cookies and, with consent, Wix Analytics to understand visits and form submissions. You can reject optional cookies or change preferences through "Cookie settings".

Some providers process information outside the UK, using recognised adequacy arrangements or approved contractual safeguards. Contact me for details and a copy of the relevant safeguards.

Protection, sharing and retention

I use secure storage, password-protected devices and appropriate security measures. No system is completely secure.

I share only necessary information where lawful - for safeguarding, preventing serious harm, legal requirements, complaints or claims. Recipients may include safeguarding or emergency services, my insurer, legal adviser or professional body. Where safe and appropriate, I discuss disclosure with you first.

If you do not proceed, I delete enquiries within one month of your decision or our last contact if you do not reply. Necessary information may be retained longer for safeguarding, complaints or legal claims. If counselling begins, relevant information becomes part of your client record.

Your rights and concerns

You can request access, correction, deletion or restrictions on use. In certain circumstances, you can receive information you provided in a transferable electronic format or request direct transfer where technically possible. Legal limits may apply.

You can object to processing based on legitimate interests and withdraw consent where relied upon, without affecting earlier lawful processing.

Contact me verbally or in writing. I may verify your identity and normally respond within one month, explaining any lawful change to that deadline.

Please raise concerns with me. I acknowledge complaints within 30 days, investigate without undue delay and keep you informed. You can also complain to the Information Commissioner's Office: www.ico.org.uk.

I keep this notice current and explain important changes, including any new purpose for using your information, beforehand.