Your Wellbeing UK

Privacy Notice

Your Wellbeing UK

Last updated: 10 November 2026

1. Who we are

Your Wellbeing UK is an independent wellbeing and therapeutic practice operated by Kim Joanne Jones as a sole trader.

We are committed to respecting your privacy, protecting your personal information and treating anything you share with sensitivity and confidentiality.

Website: www.yourwellbeinguk.com
Email: jo@yourwellbeinguk.com

For data protection purposes, Your Wellbeing UK is the data controller.

2. Information we collect

Depending on the service you use, we may collect:

- Your name and contact details.
- Appointment and booking information.
- Information you provide through consultation or registration forms.
- Relevant physical health, mental health, wellbeing and personal information you share during counselling.
- Brief notes relating to individual therapeutic sessions, including relevant observations, agreed next steps and therapeutic work.
- Emergency contact details, where provided.
- Relevant information needed to manage safeguarding concerns, complaints or insurance matters.
- Women's Circle booking and attendance information.

We aim to collect only information that is relevant and necessary for the service being provided.

3. How we use your information

We use personal information to:

- Respond to enquiries and arrange appointments.
- Provide agreed counselling and wellbeing services.
- Maintain appropriate records of individual counselling sessions.
- Manage bookings and participation in the Women's Circle.
- Contact you about appointments or group participation.
- Meet relevant legal, safeguarding and insurance responsibilities.

- Maintain appropriate business and financial records.

We do not sell your personal information.

4. Our lawful basis for using information

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Individual counselling

For the necessary administration and delivery of our counselling service, we rely on Article 6(1)(f) – legitimate interests. This includes arranging appointments, maintaining appropriate records and managing the practice.

Some information shared during counselling is special category data, including information about physical and mental health.

We rely on Article 9(2)(a) – explicit consent – to process relevant special category information for the purpose of providing counselling and maintaining brief, confidential therapeutic records.

Clients are asked to provide this consent separately when booking. Consent can be withdrawn at any time by contacting Your Wellbeing UK.

Women's Circle

For booking, attendance and administration of the Women's Circle, we rely on Article 6(1)(f) – legitimate interests.

The Women's Circle is a space for connection, reflection and mutual support, not individual therapy. We do not routinely make therapeutic notes or record participants' personal disclosures.

Business and legal responsibilities

Where necessary, we rely on Article 6(1)(c) – legal obligation – to process information for applicable accounting, tax and other legal requirements.

We may also rely on Article 6(1)(f) – legitimate interests – for appropriate business administration, security and protection of the practice and its clients.

5. Confidentiality

Information shared in individual counselling sessions is treated as confidential.

Confidentiality may need to be limited where there is a serious concern about safety, a safeguarding responsibility, a legal requirement or another lawful reason for disclosure.

Where appropriate and safe, we will discuss a necessary disclosure with you beforehand.

The Women's Circle is a group setting. Participants are asked to respect one another's privacy, but Your Wellbeing UK cannot guarantee that other participants will maintain confidentiality.

Participants are not expected to share anything they do not wish to share. Personal disclosures are not routinely recorded.

6. How information is stored and protected

Therapeutic notes are held electronically using Microsoft OneNote, with storage and synchronisation through Microsoft OneDrive.

Our security arrangements include password-protected devices, access controls, two-factor authentication and device encryption.

Appointment and booking information may be processed through our Wix website booking system.

Business communications are handled through Google Workspace.

We take reasonable steps to protect personal information and restrict access to those who need it.

7. Sharing information

We do not routinely share personal therapeutic information with third parties.

Information may be shared where necessary and lawful, for example with emergency services, safeguarding authorities, professional advisers, insurers or other appropriate organisations.

Technology providers, including Microsoft, Wix and Google, may process information on our behalf to provide their services.

Where information is processed or transferred outside the UK, appropriate safeguards will be used where required by data protection law.

8. How long we keep information

Individual therapeutic records are generally retained for seven years after the final session, in line with our professional insurance requirements, unless a longer period is justified or required.

Records relating to someone who received services while under 18 may be retained for longer, taking account of insurance guidance and other applicable requirements.

Booking, enquiry, Women's Circle and financial records are retained for periods appropriate to their purpose and relevant legal obligations.

We review records periodically and securely delete information when it is no longer needed.

If you withdraw consent, we will consider what processing must stop and whether any information needs to be retained for another lawful reason.

9. Your data protection rights

Subject to applicable legal conditions and exceptions, you may have the right to:

- Request access to your personal information.
- Ask for inaccurate information to be corrected.
- Request deletion of information.
- Request restriction of processing.
- Object to certain uses of your information.
- Request data portability where applicable.
- Withdraw consent where consent is the basis relied upon.

You can exercise your rights by contacting us using the email address above.

You may also raise concerns with the Information Commissioner's Office (ICO) at www.ico.org.uk.

10. Changes to this notice

We may update this Privacy Notice when our services, systems or legal responsibilities change.

The latest version will be available on our website.

Your Wellbeing UK
www.yourwellbeinguk.com
jo@yourwellbeinguk.com