

Data Protection & Privacy Policy

Last updated: August 2026

I, **Frances Narayani Baker**, respect your privacy and protect your personal information in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

Information I collect

I may collect your name, contact details, booking information and other relevant information when you enquire about or attend my counselling, voice work, sessions or workshops.

Counselling may involve processing **special category data**, such as information about your health or wellbeing. I will only process this information where the applicable legal requirements are met.

How I use your information

I use your information to:

- respond to enquiries and arrange appointments;
- provide counselling, voice work and workshops;
- maintain appropriate professional records;
- manage payments and administration;
- meet relevant legal, professional or insurance requirements; and
- address safeguarding concerns or serious risks of harm where necessary.

I will only use your information where I have an appropriate lawful basis to do so.

Confidentiality and sharing

I will normally keep your information confidential. I may share information with my clinical supervisor where appropriate, or with emergency services, authorities or others where required by law or where there is a serious safeguarding concern or significant risk of harm.

Any third-party services I use to store or process information will be managed with appropriate data-protection safeguards.

Session notes

I may keep separate notes relating to counselling or voice-work sessions. These will be kept securely and, where appropriate, separately from identifying information.

How long I keep your information

I currently retain general client information for **five years after your final session** and session notes for **seven years after your final session**, subject to applicable legal, professional and insurance requirements.

Information will then be securely deleted or destroyed.

Your rights

Subject to applicable legal exemptions, you may have the right to access, correct, erase or restrict the use of your personal information, object to certain processing, and request data portability where applicable.

Where processing is based on consent, you may withdraw your consent.

To exercise your rights or ask what information I hold about you, please contact:

Frances Narayani Baker

Email: francesnarayanibaker@gmail.com

Complaints

If you have concerns about how I use your personal information, please contact me first so I can try to resolve them.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's data-protection regulator, via **ico.org.uk**.

This policy may be updated from time to time to reflect changes in my services or applicable data-protection law.