

Privacy Notice

Voicework with Frances Baker

Your privacy is important to me. This notice explains what personal information I collect as part of our voicework sessions, why I need it, how I look after it, and your rights in relation to your information.

What information do I collect?

I only collect information that is reasonably necessary for our work together and for managing your sessions. This may include:

- your name and contact details
- information needed to arrange and manage your sessions
- appointment and payment information
- information you choose to share with me during our work together
- brief notes from our Voicework sessions

Because Voicework is personal and exploratory, you may sometimes choose to share information about your emotional or physical wellbeing or other sensitive aspects of your life.

Notes from our sessions

I keep brief notes following our sessions as an aide-mémoire, to help me remember what we have explored together and support continuity between sessions.

These are voicework notes and are kept separately from any records relating to my counselling practice. They are stored electronically on a password-protected computer and are not shared with anyone else.

Why do I use your information?

I use your personal information where necessary to:

- communicate with you
- arrange and manage your appointments
- provide and maintain continuity in our Voicework sessions
- manage payments and financial records
- maintain appropriate records of our work together
- respond appropriately to safeguarding concerns or serious risks
- meet any legal or insurance obligations that apply to my practice

I will only process your personal information where I have an appropriate lawful basis for doing so.

Communication and online services

To provide and organise my voicework sessions, I currently use Zoom for online sessions, WhatsApp, Text and email for communication, and Google Calendar for managing appointments.

These services may process some of your personal information, such as your name, contact details or appointment information, in accordance with their own privacy policies.

I do not routinely record Zoom sessions.

Confidentiality and sharing information

I treat the information you share with me as private and confidential and do not sell your personal information or share it for marketing purposes.

As with all confidential spaces, there are limited circumstances in which I may need to share information. This may be where I am legally required to do so, where I believe there is a serious risk of harm to you or another person, or where I have safeguarding concerns relating to a child or vulnerable adult.

Wherever it is appropriate and safe to do so, I will aim to talk with you first before sharing information.

How long do I keep your information?

I will keep your personal information and voicework notes only for as long as they are reasonably needed, taking into account any legal, insurance or record-keeping requirements that apply to my practice.

At the end of the appropriate retention period, your records will be securely deleted or destroyed.

Your rights

Under UK data protection law, you have a number of rights in relation to your personal information. Depending on the circumstances, these may include the right to:

- ask what personal information I hold about you
- request a copy of your personal information
- ask for inaccurate information to be corrected
- ask for your information to be deleted in certain circumstances
- ask me to restrict how your information is used in certain circumstances
- object to certain uses of your information

If you have any questions or concerns about how I use your personal information, please contact me in the first instance.

You also have the right to raise a concern with the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

Changes to this Privacy Notice

I may update this Privacy Notice from time to time to reflect changes in my practice or legal requirements.

Frances Baker

Voicework Facilitator

Last updated: 09/09/2026