

# Privacy Policy & Terms and Conditions

Effective Date: 8 February 2025

## 1. Introduction

**TheOnlinePractice.net** is committed to protecting your privacy and ensuring the confidentiality of your personal data in accordance with the UK GDPR, EU GDPR, and relevant data protection laws. This document outlines how I collect, use, store, and protect your personal data, as well as the terms and conditions of using the services.

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## 2. Privacy Policy

### 2.1 What Data is Collect?

**The following types of personal data is collected:**

- Personal Identification Information: Name, date of birth, contact details (email, phone number, address).
- Health & Therapy Information: Information you share during counselling sessions, health history relevant to therapy, assessment results.
- Payment Information: If applicable, transaction details but not full payment card details (processed securely by third-party providers).
- Technical Data: IP address, device information (for website visits and online sessions).

### 2.2 How your data is used.

**Your personal data is processed for the following purposes:**

- To provide counselling services and manage your sessions.
- To maintain confidential client records.
- To comply with legal and professional obligations.
- To communicate with you regarding appointments, payments, and service updates.

### 2.3 Confidentiality & Data Sharing.

Your personal data is strictly confidential and will not be shared without your consent, **except** in the following situations:

- If required by law (e.g., safeguarding concerns, risk of harm to self/others, legal orders).
- With your explicit consent, for referrals to other professionals.
- With trusted third-party service providers (e.g., secure online platforms for session delivery, payment processors) who adhere to GDPR compliance.

## **2.4 Data Storage & Security**

- Your personal data is stored securely using encrypted systems.
- Session notes are kept for a period of 5 years (if you are based in the EU) and 7 Years if you are based in the UK, in line with professional guidelines.
- Data is securely deleted once no longer needed.

## **2.5 Your Rights Under GDPR.**

As a client, you have the right to:

- Access, correct, or request deletion of your personal data.
- Withdraw consent for data processing.
- Request a copy of your data in a portable format.
- Lodge a complaint with a data protection authority (ICO in the UK, CNPD in Portugal, or relevant EU authority).

For requests, please contact [info@theonlinepractice.net](mailto:info@theonlinepractice.net).

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## **3. Terms and Conditions**

### **3.1 Scope of Service**

- Counselling services are provided online and adhere to ethical and professional guidelines.
- Counselling is **not** a substitute for emergency mental health services. If you are in crisis, please contact emergency services or a crisis helpline in your area.

### **3.2 Booking & Cancellation Policy**

- Sessions must be booked in advance.
- Cancellations require at least 24 hours' notice to avoid charges.
- Missed appointments without prior notice may incur a full session fee.

### **3.3 Payment & Refund Policy**

- Payment is required before or at the time of service.
- Refunds are only provided for cancellations made within the agreed notice period.

### **3.4 Client Responsibilities**

**By using my services, you agree to:**

- Provide accurate information during the registration and counselling process.
- Attend sessions in a private, secure location to maintain confidentiality.
- Respect professional boundaries and ethical guidelines.

### **3.5 Liability Disclaimer**

- While counselling aims to support your well-being, outcomes cannot be guaranteed.
  - We are not responsible for any technical issues affecting online sessions.
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### **4. Changes to This Policy**

This document may be updated periodically. Clients will be notified of significant changes.

For any questions, please contact [info@theonlinepractice.net](mailto:info@theonlinepractice.net)

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**The Online Practice**

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