Hope Therapy & Counselling Services

Confidentiality Policy

Version: October 2026 | Client-Facing

This policy should be read alongside our Data Protection & Privacy Policy and our Terms of Service, both available at www.hopefulminds.co.uk

1. How Confidentiality Works in Your Therapy

The counsellors and therapists we work with are independent affiliate professionals. While Hope Therapy & Counselling Services facilitates your initial connection with a therapist, your counsellor is solely responsible for maintaining the confidentiality of your sessions and clinical records.

Your therapist will not share the specific content of your sessions with Hope Therapy & Counselling Services. What you discuss in therapy remains strictly between you and your therapist.

Hope Therapy & Counselling Services holds only the administrative information necessary to manage your referral and payments — such as your name, contact details, appointment schedules, and payment status.

2. How We Handle Your Information

Hope Therapy & Counselling Services will:

- Securely collect and pass your initial contact details and relevant background information to your therapist so they can prepare for your sessions.
- Not record, retain, or access any notes or records from your therapy sessions.
- Communicate with you only regarding appointments, payment, and administrative matters.

Your therapist is responsible for securely managing any session records they hold, in accordance with their professional body requirements and UK GDPR.

3. Your Counsellor's Confidentiality Obligations

All affiliate counsellors working with Hope Therapy & Counselling Services are:

- Bound by the ethical codes of their professional body (such as BACP, NCPS, or UKCP), which require strict confidentiality.
- Responsible for storing any session notes securely and in accordance with professional guidelines.
- Not permitted to disclose information about your therapy to any third party without your explicit consent, except in the circumstances described in Section 4.

If you have any concern about how your information is handled by your counsellor, you may raise this directly with them or contact Hope Therapy & Counselling Services for guidance.

4. Limits to Confidentiality

There are specific circumstances in which confidentiality may need to be broken. These are limited to the following:

(a) Risk of Harm

If your therapist believes that you or another person is at serious risk of harm, they have a legal and ethical duty to act. This may involve sharing information with relevant authorities (such as emergency services, your GP, or safeguarding teams) to ensure safety. Where possible, your therapist will discuss this with you before taking any action.

(b) Legal Obligations

In specific legal situations, your therapist may be required to disclose information, including:

- If ordered to do so by a court of law.
- Where the law requires a report to be made, for example information about terrorism or a legal duty to report the abuse of a child.
- If concerns arise about child abuse or the abuse of a vulnerable adult, which must be reported to safeguarding authorities.

(c) Clinical Supervision

All therapists engage in regular professional supervision as required by their professional body. Cases may be discussed anonymously in supervision — no personally identifiable information about you will be shared. Supervisors are themselves bound by confidentiality.

(d) Communication with Hope Therapy & Counselling Services

In safeguarding situations, your counsellor will tell Hope Therapy & Counselling Services' Designated Safeguarding Lead, who may give advice or make a referral. Only the minimum necessary information will be shared.

5. Your Rights Over Your Information

Under UK GDPR, you have the following rights in relation to data held about you:

- The right to access data held by your therapist or by Hope Therapy & Counselling Services.
- The right to correct inaccurate information.
- The right to request deletion of your data, subject to legal and professional retention requirements.
- The right to restrict how your data is processed in certain circumstances.
- The right to object to processing of your data.
- The right to withdraw consent, where consent is the lawful basis for processing.

To exercise any of these rights, please contact us at contact@hopefulminds.co.uk. If you are not satisfied with how we handle your request, you have the right to raise a concern with the Information Commissioner's Office (ICO) at www.ico.org.uk.

6. Questions or Concerns

If you have any questions about confidentiality or how your information is managed, please speak with your therapist in the first instance or contact Hope Therapy & Counselling Services:

- Email: contact@hopefulminds.co.uk
- Telephone: 0333 043 1850

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