

Privacy Policy

Hazelwood Counselling Services Privacy Policy

At Hazelwood Counselling Services, we understand that your privacy matters. We are committed to handling your personal information carefully, respectfully and in accordance with UK data protection law.

This privacy policy explains what information we collect through our website, why we collect it, and how we use and protect it.

Who we are

Hazelwood Counselling Services provides counselling and psychotherapy services in Retford, West Bridgford and online.

If you have any questions about this privacy policy or how your information is handled, please contact:

Kerri Schad
Hazelwood Counselling Services
Email: kerri.schad@hazelwoodcounselling.co.uk

What information we collect

When you contact us through our website, we may collect:

- Your name
- Your email address
- Your telephone number
- Your availability for appointments
- Your preferred location or counsellor
- Information you choose to share about the difficulties bringing you to counselling

We only collect information that is relevant to responding to your enquiry.

Why we collect this information

We collect your information so that we can:

- Respond to your enquiry
- Discuss counselling options with you
- Match you with an appropriate counsellor where possible
- Arrange appointments if you decide to proceed

How your information is stored

Information submitted through our website contact form is stored securely and is only accessible to authorised individuals involved in providing services through Hazelwood Counselling Services.

We also use secure email and practice systems where appropriate to manage enquiries and ongoing client work.

How long we keep website enquiries

If you contact us through the website but do not become a client, we will normally delete your enquiry information within six months.

If you become a client, information relating to your counselling will be managed in accordance with our client privacy information and record-keeping policies.

Cookies

Our website uses essential cookies to help the website function properly. We do not use non-essential tracking or advertising cookies.

Sharing your information

We do not sell your personal information.

We may use trusted service providers, such as website hosting and email providers, who process information on our behalf. These providers are required to keep your information secure and confidential.

We will only share information where required by law or where there is a safeguarding or legal obligation to do so.

Your rights

Under UK data protection law, you have the right to:

- Request access to your personal information
- Ask for incorrect information to be corrected
- Request that information be deleted in certain circumstances
- Object to or restrict certain types of processing
- Make a complaint about how your personal information has been handled

Data protection complaints

If you have concerns about how we have handled your personal information, please contact us in the first instance using the contact details above.

We will investigate your concerns and respond as soon as reasonably possible.

If you remain dissatisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO). Information about how to do this can be found at www.ico.org.uk.

Changes to this policy

We may update this privacy policy from time to time. Any changes will be published on this page.

Last updated: June 2026