

# Privacy Policy

Caroline Quaife Coaching, Supervision, Counselling and Training

Last updated: May 2026

## Who I am

I am Caroline Quaife, a sole trader offering coaching, counselling, supervision, and training. I am the data controller for the personal information you share with me.

caroline@quaifeassociates.com

ICO registration number ZB030222

## What information I collect

I may collect and hold the following:

- Your name and contact details
- Information you share in sessions including personal, health, and emotional wellbeing information
- Payment information
- Records of our work together where relevant and agreed

## Why I hold it and the legal basis

I hold your information to:

- Provide coaching, counselling, supervision, or training services to you
- Keep appropriate records of our work
- Comply with legal and professional obligations
- The legal basis for holding sensitive personal information which includes health and mental wellbeing data is explicit consent and the provision of health and social care services under UK GDPR.

## How long I keep it

I keep client records for seven years after our work together ends, in line with professional guidance. After this period records are securely destroyed.

### **Who I share it with**

I do not share your personal information with third parties except:

- Where I am legally required to do so
- Where there is a serious risk of harm to you or others
- With a clinical supervisor, in accordance with professional requirements supervision is confidential and no identifying details are shared where possible

### **Your rights**

Under UK GDPR and the Data Use and Access Act 2025 you have the right to:

- Access the personal information I hold about you
- Ask me to correct inaccurate information
- Ask me to delete your information in certain circumstances
- Object to how I use your information
- Raise a concern or complaint directly with me I will respond within 21 days

If you are not satisfied with my response you have the right to complain to the Information Commissioner's Office at [ico.org.uk](https://ico.org.uk)

### **Keeping your information safe**

I store all personal information securely. I do not use AI tools to process or store session content. Sessions are confidential and records are held in accordance with my AI and confidentiality policies.

### **Cookies and website**

My website may use basic cookies. No personal data is collected through the website without your knowledge or consent.

### **Changes to this policy**

I will update this policy when required by changes in law or practice. The current version will always be available on my website.

### **Questions**

If you have any questions about how I handle your information please get in touch directly:

[caroline@quaifeassociates.com](mailto:caroline@quaifeassociates.com)