

Privacy Notice

Laura Haywood Coaching and Counselling

Coaching, Counselling & The Oakwood Path

Last updated: August 2026

1. About this Privacy Notice

I respect your privacy and take the protection of your personal information seriously.

This Privacy Notice explains how I collect, use, store and protect your personal information when you:

- visit my website;
- contact me about my services;
- book or enquire about an appointment;
- work with me as a coaching client;
- work with me as a counselling client; or
- work with me through **The Oakwood Path**, my integrated counselling-to-coaching service.

This Privacy Notice applies across all three areas of my practice: **Coaching, Counselling and The Oakwood Path**.

I aim to collect only the personal information that is necessary for providing my services, managing my professional relationship with you and meeting my legal, professional and ethical responsibilities.

2. Who I am

I am **Laura Haywood**, trading as **Laura Haywood Coaching & Counselling**.

For data protection purposes, I am the data controller for the personal information I collect and use in connection with my practice.

Contact details:

Laura Haywood
Ransom Hall South, Ransom Wood Business Park, Mansfield, Notts, NG21 OHJ
laura@laurahaywoodcoaching.co.uk

If you have any questions about how I handle your personal information, please contact me using the details above.

3. What personal information I collect

The information I collect depends on the service you use and what is necessary for me to provide that service.

Information you provide when you enquire or book

This may include:

- your name;
- email address;
- telephone number;
- appointment and booking information;
- information you choose to provide when making an enquiry; and
- payment and transaction information where relevant.

Coaching clients

As part of coaching, I may collect information such as:

- your goals and areas you would like to work on;
- information about your circumstances, experiences, relationships, work or life;
- information you choose to share during coaching sessions;
- coaching notes; and
- information needed to manage your coaching relationship.

I aim to keep coaching information relevant and proportionate to the service being provided.

If you choose to share information relating to your physical or mental health during coaching, this may constitute special category data under UK data protection law. Where applicable, I will treat and protect it accordingly.

Counselling clients

As part of counselling, I may need to collect information relevant to your assessment and therapeutic work. This may include:

- information about your current circumstances;
- relevant personal and family history;
- emotional or psychological wellbeing;
- relevant physical or mental health information;
- information about medication or treatment where relevant;
- information relating to risk or safeguarding where necessary;
- counselling session notes; and
- other information generated as part of the counselling relationship.

Health information is classed as **special category data** under UK data protection law and has additional legal protection.

I will only collect information that is relevant and necessary for the counselling service I provide.

The Oakwood Path

The Oakwood Path may involve a transition from counselling into coaching.

As a result, the information collected may include information relevant to both counselling and coaching.

Where information concerning physical or mental health is processed, I will treat this as special category data and apply the additional protections required by UK data protection law.

I will only collect information that is relevant and necessary to the work we are undertaking together.

4. How I use your information

I may use your personal information to:

- respond to enquiries;
- arrange and manage appointments;
- provide coaching and/or counselling services;
- assess whether a service is appropriate for you;
- prepare for and maintain continuity between sessions;
- maintain appropriate professional records;
- communicate with you about appointments and your work with me;
- process payments;
- maintain appropriate safeguarding and risk-management records;
- comply with legal, regulatory and professional obligations;
- deal with complaints or legal matters where necessary;
- maintain the security of my systems and records; and
- manage the administration of my practice.

I will not use your personal information for purposes that are incompatible with those described in this Privacy Notice unless I am permitted or required to do so by law and provide any additional information required.

5. My lawful bases for using your information

The UK GDPR requires me to have a lawful basis for processing your personal information.

Depending on the circumstances, I may rely on the following lawful bases:

Contract

Where processing is necessary to provide the service you have requested or to take steps at your request before entering into an agreement.

This may include arranging and delivering coaching or counselling sessions, managing appointments and administering your client relationship.

Legal obligation

Where I am required to process or retain information to comply with a legal obligation.

Legitimate interests

Where processing is necessary for the legitimate and lawful running of my practice and those interests are not overridden by your rights and interests.

This may include appropriate business administration, maintaining professional records, responding to enquiries and protecting the security of my systems.

Vital interests

In exceptional circumstances, information may be processed where this is necessary to protect someone's vital interests, for example in an emergency where a person is unable to provide information themselves.

The lawful basis I rely on will depend on the specific information and purpose involved.

6. Special category data

Some information processed during counselling, and potentially during The Oakwood Path or coaching, may constitute **special category data**, particularly information concerning health.

Special category data receives additional protection under the UK GDPR.

Where I process special category data, I will rely on an appropriate Article 9 condition in addition to an Article 6 lawful basis.

I will only process special category information where it is relevant and necessary for the service being provided and will apply appropriate safeguards to protect it.

Where explicit consent is required or relied upon for a particular processing activity, this will be requested separately and clearly. Reading or acknowledging this Privacy Notice does not, by itself, constitute consent to every type of processing.

7. Confidentiality and safeguarding

Confidentiality is an important part of both counselling and coaching.

I will normally keep information you share with me confidential and will not disclose it to other people without your permission unless there is a lawful reason to do so.

There may be circumstances where confidentiality cannot be absolute. These may include:

- serious concerns about your safety or the safety of another person;
- safeguarding concerns;
- circumstances where disclosure is required by law;
- a court order or other legal requirement; or
- circumstances where disclosure is necessary to protect someone's vital interests.

Where possible and appropriate, I will discuss any necessary disclosure with you before information is shared.

I may also need to discuss aspects of my professional work with a supervisor or other appropriate professional support. Where this happens, I will take reasonable steps to protect your confidentiality and avoid sharing information that unnecessarily identifies you.

8. Who I may share your information with

I do not sell your personal information.

Where necessary, I may share limited personal information with trusted organisations or individuals who help me operate my practice, including:

- appointment and form providers;
- payment providers;
- video-conferencing providers;
- website and email providers;
- secure storage providers;
- professional supervisors, where appropriate;
- professional or regulatory bodies where required; and
- legal, regulatory or law-enforcement authorities where I am legally required or permitted to do so.

I will only share information that is reasonably necessary for the relevant purpose.

My current service providers may include:

- **Jotform** — for electronic forms and information collection;
- **Wix** — for my website;
- **Stripe** — for payment processing, where applicable;
- **Zoom** — for online sessions, where applicable; and
- **Calendly** – for appointments
- **Google Workspace** – for some information storage

I will review this list if the technology or services I use change.

These organisations may have their own privacy notices explaining how they process personal information.

9. International transfers

Some of the service providers I use may process or store personal information outside the United Kingdom.

Where personal information is transferred outside the UK, I will ensure that the transfer is made in accordance with applicable UK data protection law and that appropriate safeguards are in place where required.

This may include an adequacy decision or appropriate contractual safeguards.

Further information about international transfers by individual service providers can be found in their own privacy notices.

10. How I protect your information

I take reasonable and appropriate technical and organisational measures to protect your personal information against:

- unauthorised access;
- loss;
- misuse;
- alteration;
- unauthorised disclosure; and
- accidental destruction.

Electronic records are stored using appropriate security measures, including password protection and access controls where available.

I limit access to client information to what is reasonably necessary.

I also take care when communicating about clients by email, telephone or other electronic means.

No electronic storage or transmission system can be guaranteed to be completely secure. However, I take reasonable steps to reduce the risks involved in handling your information.

11. How long I keep your information

I will not keep personal information for longer than is necessary for the purpose for which it was collected, unless there is a legal, professional, insurance or other legitimate reason for retaining it for longer.

Counselling records

Counselling records are normally retained for **seven years from the end of counselling**.

This may include:

- initial assessment information;
- counselling agreements;
- session notes;
- relevant risk or safeguarding records;
- substantive client correspondence; and
- other information forming part of the counselling record.

Records may be retained for longer where this is necessary because of a specific legal, professional, insurance or other legitimate requirement.

Coaching records

Coaching records are retained only for as long as they are reasonably necessary for the purposes for which they were collected and to meet applicable legal, professional and insurance requirements.

The Oakwood Path records

Because The Oakwood Path can include both counselling and coaching, retention will depend on the nature of the information and the stage of the work.

Where a record forms part of the counselling record, the counselling retention period will normally apply.

Other information

Routine appointment communications and enquiries will generally be deleted when they are no longer needed.

Financial records will be retained for the period required by applicable financial and tax requirements.

When personal information is no longer required, I will securely delete it or otherwise dispose of it appropriately.

12. Your rights

Under UK data protection law, you may have rights including:

- the right to be informed about how your information is used;
- the right to access the personal information I hold about you;
- the right to ask for inaccurate information to be corrected;

- the right to request erasure in certain circumstances;
- the right to request restriction of processing in certain circumstances;
- the right to object to certain processing; and
- the right to data portability in certain circumstances.

These rights are not absolute and may depend on the circumstances and the lawful basis on which I am processing your information.

For example, information may sometimes need to be retained because of a legal, professional or insurance requirement even where you request erasure.

If you wish to exercise any of your rights, please contact me using the details in Section 2.

I may need to verify your identity before responding to a request.

13. Right to withdraw consent

Where I rely on your consent to process personal information, you have the right to withdraw that consent at any time.

Withdrawing consent does not affect the lawfulness of processing carried out before you withdrew it.

Where another lawful basis applies, withdrawing consent will not necessarily mean that I must stop processing the information.

14. Complaints

If you have concerns about the way I have handled your personal information, I would encourage you to contact me first so that I have the opportunity to address your concerns.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's independent supervisory authority for data protection.

Further information about making a complaint is available from the ICO.

15. Website cookies

My website may use cookies and similar technologies.

Some cookies are necessary for the website to function, while others may be used for analytics, functionality or other purposes.

Where consent is required for non-essential cookies, I will provide an appropriate cookie consent mechanism.

Further information about cookies used on my website can be found in my Cookie Notice.

16. Changes to this Privacy Notice

I may update this Privacy Notice from time to time to reflect changes to my services, technology, legal requirements or the way I process personal information.

The most recent version will be published on my website with the date it was last updated.

Where a significant change affects how I use your personal information, I will provide additional information where required.

Privacy Notice last updated: August 2026

Laura Haywood Coaching and Counselling

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