

Privacy Notice

Updated August 2026

Hello, I'm Rob Millist - a BACP Accredited Counsellor providing therapeutic services to young people and adults. I take your privacy very seriously and am committed to protecting your personal information.

This Privacy Notice explains how I collect, use and store your personal data in line with UK GDPR and the Data Protection Act 2018.

1. Who I Am

Name	Rob Millist
Practice name	Rob Millist Counselling
ICO Registration Number	ZB902891
Email	info@robmillistcounselling.com
Website	www.robmillistcounselling.com
Location	Shepperton, Surrey

2. What Data I Collect

I may collect and store the following personal information:

- Name and contact details, including email address, telephone number and home address;
- Emergency contact information;
- GP details, where relevant;
- Session notes and relevant client history;
- Emails, text messages and other communications we exchange;
- Website or social-media enquiries.

3. Why I Collect It

I collect and use this information in order to:

- Provide safe, ethical counselling;
- Communicate with you about appointments and changes;
- Maintain appropriate professional and administrative records;
- Meet legal, safeguarding and professional obligations.

4. Lawful Basis for Processing

Under UK GDPR, I only use personal information where there is a clear and appropriate reason to do so. Depending on the circumstances, the lawful bases I rely on may include:

- Consent — where you have given clear permission for a particular use of your information;
- Legitimate interests — where processing is necessary to provide and manage counselling safely and effectively;
- Legal obligation — where information must be processed for legal, safeguarding or professional record-keeping purposes.

Counselling information may include special-category data, such as information about health. Where this applies, I process it only where an appropriate condition under data-protection law is available.

5. How I Store Your Information

Your personal data is stored securely. Digital records are protected by appropriate access controls, including passwords and encryption where available. Paper notes, if used, are stored securely in a locked cabinet.

I normally retain client records for seven years after your final session, unless there is a clear legal, safeguarding, insurance or professional reason to keep them for a different period. When records are no longer required, they are securely destroyed or deleted.

6. Who I Share Your Data With

I do not share your personal data unless:

- You give me permission;
- I am legally required to do so, for example in connection with safeguarding or a court order;
- Information is discussed in professional supervision, where identifying details are removed or reduced wherever practicable and confidentiality applies.

I may use trusted third-party digital service providers for functions such as email, calendar and appointment administration, record storage and website enquiries. Where these services process personal data on my behalf, I take reasonable steps to use them with appropriate privacy and security safeguards.

7. Digital Systems and Artificial Intelligence

I use digital services to help administer my practice, including email, calendar and appointment management. I may also use general-purpose AI-assisted tools for limited administrative and professional purposes, such as organising appointments, administrative planning, and drafting or reviewing non-clinical material such as assisting with correspondence.

I follow a data-minimisation approach when using AI-assisted tools. Wherever practicable, identifying information is removed or reduced - for example, clients may be referred to by initials rather than their full name.

Detailed identifying information collected through intake or client-record systems - such as home addresses, telephone numbers, GP details and emergency contact information - **is not provided to general-purpose AI tools.**

Counselling sessions are not recorded. I do not use AI tools, recording software or other recording equipment to record, transcribe, listen to or analyse counselling sessions. This applies to sessions conducted by Zoom, telephone or other online or remote methods.

Clients are also asked not to make audio, video or other recordings of counselling sessions. If a client would benefit from being able to review or remember material discussed during a session, we can explore appropriate alternatives together.

AI tools are not used to communicate independently with clients and are not used to make autonomous clinical, safeguarding or therapeutic decisions. I remain responsible for professional decisions and communications concerning my clients.

8. Your Rights

Depending on the circumstances, you may have the right to:

- Ask for a copy of the personal data I hold about you;
- Ask me to correct inaccurate or incomplete information;
- Ask me to delete or restrict the use of information where the law allows;
- Object to certain uses of your information;
- Withdraw consent where consent is the basis for processing;
- Make a complaint to the Information Commissioner's Office (ICO).

Some rights are subject to legal limits. If you make a request, I will explain how it applies in your circumstances.

9. Contact and Complaints

If you have questions or concerns about how I use your personal data, please contact me at info@robmillistcounselling.com.

If you are not satisfied with my response, you can complain to the Information Commissioner's Office at ico.org.uk.

Summary

Your trust matters. I will always treat your personal information with respect, care and confidentiality. This Privacy Notice may be updated occasionally, and the latest version will always be available on my website.