

PRIVACY POLICY

State of Mind Counselling & Psychotherapy

Effective Date: 21 May 2026

State of Mind Counselling & Psychotherapy respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, share and protect personal data when you visit our website, contact us, make an enquiry, book a counselling or psychotherapy session, use our client portal, subscribe to our newsletter or otherwise interact with our services.

For the purposes of this Privacy Policy, “we”, “us” and “our” refer to State of Mind Counselling & Psychotherapy. “You” and “your” refer to website visitors, clients, prospective clients, newsletter subscribers and anyone who contacts or interacts with us.

Website and Contact Details

Website	https://www.stateofmind.clinic/
Address	State of Mind Counselling & Psychotherapy Gurteen Ballymahon Co. Longford N39 DK60 Ireland
Phone	043 33 62041
Fax	043 33 62043
Email	info@stateofmind.clinic

1. Our Commitment to Privacy

We understand that contacting a counselling or psychotherapy service may involve sharing personal, private and sensitive information. We take your privacy seriously and are committed to handling all personal information with care, confidentiality, dignity and respect.

We process personal data in accordance with applicable data-protection legislation, including the General Data Protection Regulation, commonly known as GDPR, and relevant Irish data-protection laws.

Certain information relating to your health, mental health, emotional wellbeing, personal circumstances, counselling or psychotherapy may be classified as special-category personal data under GDPR. This information is subject to additional protection and will only be processed where there is a lawful and appropriate reason to do so.

2. Personal Information We May Collect

We may collect personal information when you visit our website, submit a contact form, make an enquiry, book an appointment, contact us by email, telephone or fax, use our client portal, subscribe to our newsletter or otherwise communicate with us.

The information collected may include your name, email address, telephone number, postal address, appointment details, enquiry details, communication preferences, payment or billing information, emergency contact details and any other information you choose to provide when contacting us.

Where relevant to the services being provided, we may also collect information relating to your health, emotional wellbeing, mental health, personal circumstances, therapeutic needs, previous counselling or psychotherapy, referral information, session records, progress notes, safeguarding concerns and communications connected with the services you receive.

We only request information that is relevant and reasonably necessary for responding to your enquiry, arranging appointments, providing counselling or psychotherapy, maintaining appropriate records, meeting professional responsibilities and complying with legal, ethical, safeguarding or regulatory obligations.

3. How We Collect Your Information

We may collect personal information directly from you when you complete a website form, book or attend an appointment, contact us by email, telephone or fax, use our client portal, subscribe to our newsletter, provide information during counselling or psychotherapy or otherwise communicate with us about our services.

We may also collect limited technical information automatically when you use our website. This may include your IP address, browser type, device information, pages visited, time spent on the website and general website-usage information.

Technical information may be used to maintain website security, understand how visitors use the website, identify technical issues and improve the user experience.

Where third-party tools are used through our website, such as appointment-booking systems, client portals, payment providers, newsletter services, analytics tools or Wix website services, those providers may process limited personal data to deliver their services.

4. Why We Use Your Information

We may use personal information to respond to enquiries; arrange and manage appointments; provide counselling and psychotherapy; maintain appropriate client and session records; communicate with clients and prospective clients; manage cancellations, rescheduling and appointment reminders; operate and improve our website; provide access to our client portal; process payments; send newsletters where consent has been provided; respond to complaints or requests; meet professional and ethical standards; fulfil safeguarding responsibilities; protect the safety and wellbeing of clients or others; and comply with legal, insurance, accounting or regulatory requirements.

We do not sell, rent or trade your personal information.

5. Legal Bases for Processing Personal Data

Under GDPR, we must have a lawful basis for collecting and processing personal information. The lawful basis relied upon will depend on the nature of the information and the purpose for which it is processed.

Depending on the circumstances, we may rely on your consent; the performance of a contract or service agreement; steps taken at your request before entering into a service agreement; compliance with a legal obligation; our legitimate interests; the protection of vital interests; the provision of appropriate therapeutic or support services; or the establishment, exercise or defence of legal claims.

Where you contact us to make an enquiry or book an appointment, we may process your information to take steps before entering into a service arrangement or to provide the services you have requested.

Where processing is based on consent, such as subscribing to a newsletter or agreeing to receive particular communications, you may withdraw that consent at any time.

Where we are legally or professionally required to retain records or disclose information, we may process personal data to comply with those obligations.

Special-category personal data, including information relating to health, mental health, emotional wellbeing, counselling or psychotherapy, will only be processed where there is both a lawful basis and an appropriate special-category condition under GDPR. This may include explicit consent, the provision of appropriate care or support, compliance with law, protection of vital interests, action required in response to a serious risk of harm or the establishment, exercise or defence of legal claims.

6. Confidentiality and Therapeutic Information

Confidentiality is a central part of counselling and psychotherapy. Information shared during sessions or communications with us will be treated with care, sensitivity and respect.

We will not ordinarily share information about you without your knowledge or an appropriate and lawful reason.

There are limited circumstances in which confidentiality may need to be restricted or information disclosed. These may include a serious or immediate risk of harm to you or another person; a safeguarding concern involving a child or vulnerable person; a legal requirement; an order from a court or authorised body; professional, ethical or insurance responsibilities; or the establishment, exercise or defence of a legal claim.

Where possible and appropriate, we will aim to discuss the need for disclosure with you before information is shared. In urgent circumstances, safeguarding situations or cases where disclosure is legally required, it may not always be possible to discuss the matter with you in advance.

7. Website Forms, Bookings and Client Portal

When you use our website to submit an enquiry, book an appointment, access the client portal or request information, the personal information you provide will be used to respond to your request and manage the services you are seeking.

You should avoid including highly sensitive or detailed personal information in a general website contact form unless it is necessary. Where sensitive information needs to be shared, it may be more appropriate to use a secure communication method agreed with us.

Where a third-party booking system or client portal is used, personal information may be processed by the relevant platform provider to manage appointments, communications, records, payments or access to services.

We aim to use reputable platforms and service providers that offer appropriate privacy, security and data-protection measures.

8. Newsletter and Marketing Communications

Where you subscribe to our newsletter, we may use your name and email address to send updates, articles, service information and other relevant communications.

We will only send marketing or newsletter communications where we have an appropriate lawful basis, such as your consent.

You may unsubscribe at any time by selecting the unsubscribe option included in a communication or by contacting us directly.

We will not sell or provide your email address to third parties for their independent marketing purposes.

9. Cookies and Website Tracking

Our website may use cookies and similar technologies to ensure that it functions correctly, maintain security, improve performance, remember preferences and understand how visitors interact with the website.

Some cookies may be essential for the website to operate. Other cookies may relate to analytics, functionality, preferences or third-party services.

Where required, non-essential cookies will only be used after you have been given an appropriate opportunity to provide or manage your consent.

Further information about cookies used on our website should be available through our Cookie Policy or cookie-management notice.

10. Sharing Your Information

We only share personal information where it is necessary, lawful, proportionate and appropriate.

We may share limited personal information with service providers that assist us with website hosting and maintenance, appointment-booking systems, client-portal services, email and communications, payment processing, information technology and data storage, professional administration, accounting, insurance or legal services.

We may also disclose information where required by law or by a court or authorised body; where there is a safeguarding concern or serious risk of harm; where disclosure is necessary to protect legal rights; or where disclosure is required to establish, exercise or defend a legal claim.

Where a service provider processes personal information on our behalf, we expect that provider to process it securely, confidentially and only for the purposes for which it has been engaged.

11. International Data Transfers

Some website, booking, email, newsletter, analytics, cloud-storage or information-technology providers may process or store data outside Ireland or the European Economic Area.

Where personal information is transferred internationally, we aim to ensure that an appropriate lawful transfer mechanism and suitable safeguards are in place. These may include a European Commission adequacy decision, standard contractual clauses, contractual and organisational safeguards or another approved transfer mechanism permitted under GDPR.

12. How Long We Keep Your Information

We retain personal information only for as long as it is reasonably necessary for the purpose for which it was collected.

Information may be retained for providing counselling or psychotherapy, maintaining professional records, meeting legal or regulatory obligations, complying with insurance requirements, responding to safeguarding matters, managing accounting and taxation obligations, resolving complaints or disputes and establishing, exercising or defending legal claims.

Counselling, psychotherapy and session records may need to be retained for a period determined by applicable professional, ethical, legal, insurance or safeguarding requirements.

General enquiries that do not lead to an ongoing client relationship may be retained for a shorter period unless there is a valid legal, administrative or safeguarding reason to retain them for longer.

When personal information is no longer required, it will be securely deleted, anonymised or disposed of where appropriate.

13. How We Protect Your Information

We take reasonable and appropriate steps to protect personal information against unauthorised access, accidental loss, misuse, alteration, destruction or disclosure.

Measures may include password-protected systems, access controls, secure devices and software, appropriate record-management procedures, confidentiality practices, secure communication methods, practitioner or staff access restrictions, careful selection of external service providers and secure deletion or disposal procedures.

Although we take appropriate precautions, no website, email platform or internet-based service can be guaranteed to be completely secure.

You should take care when sending sensitive information electronically and contact us where you have concerns about the most appropriate method for sharing information securely.

14. Your Data-Protection Rights

Under GDPR, you may have a number of rights in relation to your personal information. Depending on the circumstances, these may include the right to request access to your information, correct inaccurate or

incomplete information, request deletion, restrict processing, object to certain processing, request data portability, withdraw consent where processing is based on consent and make a complaint to the Data Protection Commission.

These rights are not absolute and may be limited in certain circumstances. For example, we may need to retain information to comply with legal, professional, safeguarding, insurance or regulatory responsibilities.

Where information contains details relating to another person, additional consideration may be required before access can be provided.

To exercise your data-protection rights, please contact us using the details provided at the end of this Privacy Policy. We may need to verify your identity before responding to a request.

15. Children and Young People

Where counselling or psychotherapy is provided to children or young people, we may process personal information relating to the child or young person, their parents or guardians and relevant professionals involved in their care or support.

This information will be handled with particular care and in accordance with applicable legal, safeguarding, ethical and professional responsibilities.

Depending on the child or young person's age, circumstances, understanding, capacity and the nature of the service, consent or involvement from a parent or guardian may be required.

Information relating to a child or young person will only be shared where there is an appropriate and lawful reason to do so, including where sharing is necessary to address a safeguarding concern or serious risk of harm.

16. Links to Other Websites

Our website may include links to third-party websites, booking platforms, client portals, social-media pages, articles or external resources.

We are not responsible for the content, availability, privacy practices or security of external websites or services.

When you visit an external website, you should review that organisation's privacy policy and terms before providing personal information.

17. Complaints

Where you have concerns about how your personal information has been collected, used, stored or shared, please contact us in the first instance so that we can review the matter and attempt to resolve your concern.

You also have the right to make a complaint to the Irish Data Protection Commission. Its website is www.dataprotection.ie.

Making a complaint to us does not affect your right to contact the Data Protection Commission.

18. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our counselling or psychotherapy services, website or client portal, service providers, data-protection legislation, professional or safeguarding requirements, administrative practices or security arrangements.

The latest version will be made available on our website. The effective date displayed at the beginning of the policy will be updated where material changes are made.

19. Contact Us

Where you have questions about this Privacy Policy, wish to exercise your data-protection rights or have concerns about how your personal information is handled, please contact us using the details below:

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Address	Gurteen Ballymahon Co. Longford N39 DK60 Ireland
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Fax	043 33 62043
Email	info@stateofmind.clinic