



## Hanno Blue Ltd Data Privacy Statement

The information in this document forms part of our agreement for working together. A copy is available on my website – [www.hannoblue.com](http://www.hannoblue.com) – and a copy will be provided when we agree our contract.

Hanno Blue Ltd (also known as Hanno Blue and Hanno Blue Counselling) is a confidential service.

Personally identifiable information is gathered for the purpose of contacting and working with Hanno Blue Ltd clients and the clients of organisations with whom Hanno Blue Ltd are working with.

The information that is held at Hanno Blue Ltd includes: name, email address and phone number. For counselling clients additional information includes: address, date of birth, personal details such as GP and mental health details.

Hanno Blue Ltd will never sell client personal information to a third party organisation.

Client and session notes:

- **Counselling Notes:** Staff keep brief factual notes on the client sessions in order to maintain a professional and effective service. These notes are anonymous and do not contain names or any personal details. The information is captured on paper in sessions but is securely destroyed after being scanned and subsequently held electronically and kept securely. All clients using the service will be informed of the above during their initial session
- **Coaching Notes:** More detailed session notes are captured and shared with the client over email. A paper copy of these notes is also stored in the client folder. These notes will contain email addresses. All paper notes and records are kept securely locked at the company office. This office is also locked when empty. Clients who contract directly will be informed of the above during their initial session.

All clients have a right to access all notes which refer to them.

Retention and Deletion:

- All electronic notes are retained for up to 5 years after the end of the service provided and are then deleted
- Paper notes are retained for up to 5 years after the completion of the service and are then disposed of securely
- Phone numbers and email addresses are stored on a mobile phone for the purpose of calling or messaging clients. The contact details and all messages are deleted within 5 years after the service has ended

In person clients – there is a 'Ring' style video doorbell located on the front door of the main house at my office. Any recordings are deleted after 3 months.

All staff are members of professional bodies:

- [British Association for Counselling and Psychotherapy](#) and adheres to the BACP ethical framework for good practice - [BACP Ethical Framework for the Counselling Professions](#)
- [European Mentoring and Coaching Council](#) and coaching adheres to the EMCC ethical framework for good practice - [Global Code of Ethics – The Global Code of Ethics For Coaches, Mentors, and Supervisors](#)

Hanno Blue Ltd is registered with the Information Commissioners Office.

Last Updated: 14 May 2026