



## Hanno Blue Ltd

Julia Phippard, Counsellor and Coach  
24 Church Road, Idmiston, Salisbury, SP4 0AZ  
Email: [julia@hannoblue.com](mailto:julia@hannoblue.com) Tel: 07859 936518 [www.hannoblue.com](http://www.hannoblue.com)

### Hanno Blue Ltd Data Privacy Statement

The information in this document forms part of our agreement for working together.

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

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

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

Hanno Blue 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 and they have a right to access all notes which refer to them.
- **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. All clients using the service will be informed of the above during their initial session and they have a right to access all notes which refer to them.

All electronic notes are kept for 5 years after the end of the service provided – this is primarily for insurance purposes. Paper notes are kept for 1 year 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. These details are stored with client initials only. The contact details and all messages are deleted 3 months after the service has ended.

All staff are members of a professional body:

- Hanno Blue counselling staff are members of The British Association for Counselling and Psychotherapy and adheres to the BACP ethical framework for good practice - <https://www.bacp.co.uk/>. Copies are available on request.
- Hanno Blue coaching staff are members of the European Mentoring and Coaching Council and coaching adheres to the EMCC ethical framework for good practice - <https://emccuk.org/Public/default.aspx>. Copies are available on request.

Hanno Blue Ltd is registered with the Information Commissioners Office.