



Clare Carolan

Counselling, Psychotherapy & Supervision

Privacy Policy

How we collect, use, and protect your personal data



Lavey, Co. Cavan, A82 VH97

Tel: 043 33 62042 | clarecarolanlavey@gmail.com

www.clarecarolan.ie

Professional Accreditations & Credentials



Ms Clare Carolan

Irish Association for Counselling & Psychotherapy (IACP)

Accredited Member — verify at www.iacp.ie

Irish Counselling & Psychotherapy Association (ICPA)

Accredited Member & Supervisor — Membership No. M2385

Verify at www.icpa.ie

Continuous Professional Development (CPD)

Committed to ongoing CPD including completion of four specialised Professional Diplomas at ICPS College in counselling and psychotherapy.

Clinical Supervision

Qualified Clinical Supervisor providing reflective practice support for practitioners working in therapeutic and helping roles.

Areas of Specialisation

Anxiety & Depression | Trauma Recovery | Addiction Counselling
Domestic Violence | Grief & Loss | Relationship Difficulties
Stress Management | Self-Esteem | Personal Development

Effective Date: 17 May 2026 | Last Updated: 17 May 2026

1. Introduction

Clare Carolan Counselling, Psychotherapy & Supervision ("we", "our", "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data when you interact with our services, whether through our website at www.clarecarolan.ie, by telephone, email, or in-person attendance at therapeutic sessions.

We process personal data in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR"), the Data Protection Acts 1988–2018, and all applicable Irish and European data protection legislation.

2. Data Controller

The data controller responsible for your personal data is:

Clare Carolan Counselling, Psychotherapy & Supervision

Lavey, Co. Cavan, A82 VH97

Telephone: 043 33 62042

Email: clarecarolanlavey@gmail.com



3. Personal Data We Collect

We may collect and process the following categories of personal data:

3.1 Identity and Contact Data

- Full name, date of birth, and gender
- Postal address, email address, and telephone number
- Emergency contact details

3.2 Health and Therapeutic Data

As a counselling and psychotherapy service, we may collect sensitive personal data (special category data) including:

- Information about your mental and physical health
- Details of presenting concerns, therapeutic history, and treatment notes
- Risk assessments and safety plans

This data is processed on the basis of your explicit consent and for reasons of substantial public interest in the area of public health (Article 9(2)(a) and (i) GDPR).

3.3 Technical and Website Data

- IP address, browser type, and operating system
- Pages visited, time spent on the website, and referral source
- Cookie data (please see our Cookie Policy for further details)

3.4 Financial Data

- Payment information where fees are processed (we do not store full card details)
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4. How We Use Your Personal Data

We use your personal data for the following purposes:

- **Provision of Therapeutic Services:** To assess your needs, provide counselling, psychotherapy, or supervision, and to maintain clinical records.
- **Appointment Management:** To schedule, confirm, and manage your appointments.
- **Communication:** To respond to your enquiries, provide information about our services, and send appointment reminders.
- **Legal and Regulatory Compliance:** To comply with our legal obligations, including professional regulatory requirements and safeguarding duties.
- **Website Improvement:** To analyse website usage and improve our online presence.



5. Legal Basis for Processing

We process your personal data on the following legal bases:

- **Consent:** Where you have given explicit consent for us to process your personal data, particularly health-related data (Article 6(1)(a) and Article 9(2)(a) GDPR).
- **Contractual Necessity:** Where processing is necessary for the performance of our therapeutic contract with you (Article 6(1)(b) GDPR).
- **Legal Obligation:** Where we are required to process data to comply with legal or regulatory requirements (Article 6(1)(c) GDPR).
- **Legitimate Interests:** Where processing is necessary for our legitimate interests, such as improving our services, provided these do not override your fundamental rights (Article 6(1)(f) GDPR).

6. Sharing Your Personal Data

We treat all personal data with the utmost confidentiality. We will not share your personal data with third parties except in the following circumstances:

- **With Your Consent:** Where you have provided explicit permission for information to be shared with a named third party (e.g., your GP or another healthcare professional).
- **Legal or Safeguarding Requirements:** Where there is a serious risk of harm to you or another person, or where we are required to do so by law or court order. In such circumstances, we will endeavour to inform you where it is safe and appropriate to do so.
- **Professional Supervision:** Clinical material may be discussed in professional supervision in an anonymised manner to maintain best practice and ethical standards.
- **Service Providers:** We may use third-party service providers (e.g., Wix for website hosting, payment processors) who process data on our behalf under appropriate data processing agreements.

7. Data Retention

We retain personal data only for as long as is necessary to fulfil the purposes for which it was collected. Clinical records are retained in accordance with professional guidelines and relevant legislation:

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- Client therapeutic records: retained for a minimum of 7 years following the conclusion of the therapeutic relationship, or longer where required by law.
 - Records relating to minors: retained until the individual reaches 25 years of age, or 7 years after the last contact, whichever is later.
 - Website analytics data: retained for a maximum of 26 months.
 - Financial records: retained for 6 years in accordance with Irish Revenue requirements.

8. Data Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, alteration, disclosure, or destruction. These measures include:

- Secure storage of physical records in locked filing systems.
- Password protection and encryption of electronic records.
- Regular review of data security practices.
- Use of secure, GDPR-compliant platforms for online communication and scheduling.

9. Your Rights Under GDPR

Under the General Data Protection Regulation, you have the following rights in relation to your personal data:

- **Right of Access:** You may request a copy of the personal data we hold about you.
- **Right to Rectification:** You may request that we correct any inaccurate or incomplete data.
- **Right to Erasure:** You may request the deletion of your personal data, subject to legal and professional retention obligations.
- **Right to Restrict Processing:** You may request that we limit the way we use your data.
- **Right to Data Portability:** You may request your data in a structured, commonly used, machine-readable format.
- **Right to Object:** You may object to the processing of your data in certain circumstances.
- **Right to Withdraw Consent:** Where processing is based on consent, you may withdraw that consent at any time without affecting the lawfulness of processing carried out prior to withdrawal.

To exercise any of these rights, please contact us using the details provided in Section 2 above.



10. Complaints

If you are not satisfied with how we have handled your personal data, you have the right to lodge a complaint with the Data Protection Commission (DPC):

Data Protection Commission

21 Fitzwilliam Square South, Dublin 2, D02 RD28

Website: www.dataprotection.ie

Telephone: +353 1 765 0100 / 1800 437 737

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with an updated effective date. We encourage you to review this policy periodically to stay informed about how we protect your data.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or our data protection practices, please contact:

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