



Privacy Policy

This Privacy Policy explains how [Preziosa Therapia](https://www.preziosatherapia.co.uk) collects, uses, stores and protects personal information when you access our website, contact us or use our services.

Who We Are

Preziosa Therapia provides counselling, emotional regulation programmes, workshops and wellbeing support for children, young people, adults and families.

Contact:

Louise Rippon

Email: louise@preziosatherapia.org

Website: www.preziosatherapia.co.uk

Information We May Collect

We may collect and process the following information:

- Name and contact details
- Email address and telephone number
- Information submitted through website contact forms
- Referral or enquiry information
- Appointment and session information
- Relevant wellbeing or support information shared voluntarily
- Emergency contact information where appropriate
- Website usage information through cookies or analytics tools

We only collect information necessary to provide safe, ethical and appropriate services.

How Your Information Is Used

Your information may be used to:

- Respond to enquiries or referrals
- Arrange appointments or consultations
- Deliver counselling, workshops or support services
- Maintain appropriate records
- Communicate important information regarding services
- Improve accessibility and user experience
- Meet safeguarding, legal or professional obligations

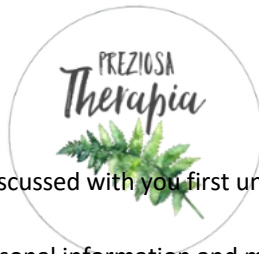
We process personal information in accordance with UK GDPR and relevant data protection legislation.

Confidentiality

Confidentiality is an important part of our work. Information shared during sessions or services is treated respectfully and securely.

However, confidentiality may need to be breached where there are concerns relating to:

- Risk of harm to yourself or others
- Safeguarding concerns involving a child or vulnerable adult
- Serious criminal activity
- Legal obligations or court requirements



Where possible, this would usually be discussed with you first unless doing so would increase risk.

Storage & Security

We take reasonable steps to protect personal information and maintain secure storage of records.

Information may be stored:

- Securely on password-protected devices
- In encrypted digital systems
- In secure physical storage where required

Information is only retained for as long as necessary in line with professional, safeguarding and legal responsibilities.

Sharing Information

Personal information will not be sold or shared for marketing purposes.

Information may occasionally be shared where necessary with:

- Safeguarding agencies
- Health or support professionals
- Referral organisations
- Emergency services
- Legal authorities where required

Information shared will always be limited to what is necessary and appropriate.

Website Cookies

Our website may use cookies or analytics tools to improve website functionality and understand visitor usage.

You can adjust cookie preferences through your browser settings.

Your Rights

Under UK data protection law, you may have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of information where appropriate
- Withdraw consent where applicable
- Raise concerns about how information is handled

Requests can be made via email.

Accessibility & Inclusion

Preziosa Therapia is committed to accessible, inclusive and neuroaffirming practice. We welcome communication regarding accessibility needs or reasonable adjustments when accessing our services or website.

Changes to This Policy

This policy may be updated periodically to reflect changes in services, legislation or professional guidance.

Last updated: May 2026

Review

This policy will be reviewed annually or sooner if legislation or local procedures change.

Due: May 2027