

PRIVACY POLICY

Pathfinder Counselling Ltd

Last Updated: June 2026

Pathfinder Counselling Ltd (“we”, “our”, “us”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us regarding our services, or otherwise interact with us online.

Please read this Privacy Policy carefully.

1. Who We Are

Pathfinder Counselling Ltd is the Data Controller responsible for your personal information.

Pathfinder Counselling Ltd

Company Number: 09953809

Registered Office: 4A Park Street, Towcester, NN12 6DQ

Email: info@pathfinder-counselling.co.uk

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, Pathfinder Counselling Ltd is the Data Controller.

2. Counselling Services

If you engage Pathfinder Counselling Ltd for counselling services, additional information regarding the processing of personal and special category data will be provided separately within our Client Privacy Notice and Counselling Agreement.

This Privacy Policy primarily relates to the operation of our website and the handling of enquiries made through it.

3. Information We Collect

We may collect and process the following personal information:

Information You Provide

- Name.
- Email address.
- Telephone number.

- Information submitted through website contact forms, including details relating to your enquiry.
- Information provided when contacting us.

Technical Information

When you visit our website, we may automatically collect:

- IP address.
- Browser type and version.
- Device information.
- Operating system.
- Referring website addresses.
- Pages viewed.
- Date and time of visits.
- Cookie identifiers.
- Analytics information generated through Google Analytics.

This information is generally collected through cookies and website analytics tools.

4. How We Use Your Information

Website Contact Forms

Where you submit an enquiry through a contact form on our website, we will use the information you provide to:

- Respond to your enquiry.
- Communicate with you regarding the services you have requested.
- Arrange an initial consultation where appropriate.
- Maintain a record of our correspondence.
- Administer prospective or ongoing services.

We will only use the information submitted through our contact forms for these purposes unless we are required or permitted by law to do otherwise.

General Use

We may use your personal information to:

- Respond to enquiries.
- Provide information about our services.
- Arrange consultations and appointments.
- Administer and improve our website.

- Maintain business records.
- Comply with legal and regulatory obligations.
- Protect our legal rights and interests.
- Manage the administration of our business.

5. Lawful Bases for Processing

Under UK GDPR, we rely on one or more of the following lawful bases:

Contract

Processing is necessary to take steps at your request before entering into a contract or to perform a contract with you.

Legitimate Interests

Processing is necessary for our legitimate interests in operating and improving our services and website.

Legal Obligation

Processing is necessary to comply with legal and regulatory requirements.

Consent

Where required, we will obtain your consent before processing your information.

You may withdraw consent at any time.

6. Sharing Your Information

We do not sell personal information.

We may share information where necessary with:

- Website hosting and website service providers, including Wix.com Ltd.
- Website analytics providers, including Google Analytics.
- Practice management software providers, including Zanda (formerly Power Diary).
- Professional indemnity insurers where necessary.
- Regulatory authorities where required by law.
- Law enforcement agencies where required by law.

Any third-party service providers are required to keep your information secure and process it only in accordance with applicable data protection legislation.

7. Practice Management Software

Pathfinder Counselling Ltd uses Zanda (formerly Power Diary) as its practice management system.

Zanda may be used to manage appointments, client communications, administrative records, invoicing and other aspects of service delivery.

Where counselling services are provided, client information may be stored and processed within Zanda on our behalf. Zanda acts as a Data Processor and processes information under contractual arrangements designed to comply with applicable data protection legislation.

Access to personal information held within the system is restricted to authorised persons, and appropriate technical and organisational measures are in place to protect information stored within the platform.

Further information regarding Zanda's privacy and security arrangements is available directly from Zanda at <https://zandahealth.com/eu/privacy-policy/>.

8. International Transfers

Some of the service providers used by Pathfinder Counselling Ltd, including Wix, Google Analytics and Zanda, may process personal information outside the United Kingdom.

Where personal information is transferred internationally, we will ensure appropriate safeguards are in place in accordance with UK GDPR requirements.

9. Data Security

We take appropriate technical and organisational measures to protect personal information against unauthorised access, accidental loss, destruction, damage or disclosure.

These measures include secure systems, password protection, encryption where appropriate and restricted access to personal information.

However, no method of internet transmission or electronic storage is completely secure, and we cannot guarantee absolute security.

10. Data Retention

We retain personal information only for as long as necessary for the purposes for which it was collected.

Website enquiries are normally retained for up to 12 months unless they result in counselling services being provided or there is a legitimate business or legal reason to retain them for longer.

Where an enquiry results in counselling services being provided, information relating to those services will be processed in accordance with the Client Privacy Notice provided at the commencement of counselling.

11. Your Data Protection Rights

Under UK GDPR, you may have the right to:

- Access your personal information.
- Correct inaccurate or incomplete information.
- Request deletion of your personal information.
- Restrict the processing of your information.
- Object to processing.
- Request transfer of your information.
- Withdraw consent where consent is relied upon.

Some rights are subject to legal exemptions and limitations.

You may exercise any of these rights or raise concerns regarding our handling of your personal information by contacting us using the details provided in Section 17 of this Privacy Policy.

12. Cookies and Website Analytics

Our website uses cookies and similar technologies provided by Wix and Google Analytics.

Cookies help us:

- Ensure the website functions correctly.
- Maintain website security.
- Understand how visitors use our website.
- Improve website performance and user experience.

Google Analytics may collect information about how visitors use our website, including pages visited, time spent on pages, device information and general geographic location derived from IP addresses. This information is aggregated and does not normally identify individual users.

Where required by law, we will seek your consent before placing non-essential cookies on your device.

You may manage your cookie preferences through our cookie consent banner or through your browser settings.

13. Third-Party Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites and encourage you to read their privacy policies before providing personal information.

14. Children's Privacy

Our website and services are not directed towards children under the age of 18 without appropriate parental or guardian involvement where legally required.

15. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect legal, regulatory or operational changes.

The latest version will always be available on our website.

The date shown at the top of this policy indicates when it was last updated.

16. Contact Details

If you have any questions regarding this Privacy Policy or how we process your personal information, please contact:

Pathfinder Counselling Ltd

4A Park Street

Towcester

NN12 6DQ

Email: info@pathfinder-counselling.co.uk

17. Complaints About Our Use of Your Personal Information

Data controller' is the term used to describe the person/ organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is Pathfinder Counselling Ltd.

Pathfinder Counselling Ltd is registered with the Information Commissioner's Office under the number: ZB831069.

If you have concerns about how Pathfinder Counselling Ltd collects, uses, stores or protects your personal information, you have the right to make a complaint directly to us.

We take privacy concerns seriously and will investigate all complaints fairly and promptly.

To make a complaint, please contact us using the details in Section 16.

Please provide:

- Your name and contact details.
- Details of your complaint.
- Any relevant dates or correspondence.
- The outcome you are seeking.

We will acknowledge your complaint without undue delay and aim to provide a substantive response within 30 calendar days. Where a complaint is particularly complex, we may require additional time to investigate and will keep you informed of progress.

18. Escalating Your Complaint

If you remain dissatisfied after receiving our final response, or if you believe we have not handled your complaint appropriately, you have the right to raise the matter with the Information Commissioner's Office (ICO).

The ICO will normally expect you to have given us an opportunity to investigate and respond to your complaint first.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 Website: <https://ico.org.uk>