



Forget Me Not

COUNSELLING & PSYCHOTHERAPY

Privacy Notice

Last updated: 5 September 2026

This notice explains how personal information may be collected, used, stored and protected when you contact me, use my website, or receive counselling or psychotherapy services.

1. Who I am and my professional practice

Forget Me Not Counselling & Psychotherapy is an independent counselling service provided by Samantha Lewis, based in Swansea, South Wales. I provide adult counselling and psychotherapy and practise with a commitment to safe, respectful, inclusive, ethical and professional practice, guided by the BACP Ethical Framework.

2. Information I may collect

Depending on how you contact me and whether you become a client, I may collect information such as your name, contact details, enquiry information, appointment information and information you choose to share during counselling. Where appropriate, this may include sensitive or special-category personal data relevant to providing safe and appropriate support.

3. Website and email enquiries

When you contact me through my website or by email, the information you provide is used to respond to your enquiry and to consider whether the service I offer is appropriate for your needs. Please avoid including more sensitive personal information than is necessary in an initial enquiry.

4. How I use your information

Personal information is used only where there is an appropriate reason to do so. This can include responding to enquiries, arranging and providing counselling, maintaining appropriate professional records, communicating about appointments, meeting professional and insurance requirements, protecting vital interests where necessary, and complying with legal or safeguarding obligations.

5. Confidentiality, supervision and ethical practice

Counselling is offered within clear professional and ethical boundaries and with regard to the BACP Ethical Framework. What you share in counselling is treated confidentially, subject to the limits of confidentiality explained in the counselling agreement. Information may need to be shared where there is a serious concern about safety, safeguarding, a legal requirement, or another exceptional circumstance. Professional supervision forms part of safe and ethical counselling practice.

6. Equality, diversity and inclusion

I am committed to providing a respectful and inclusive counselling service and to treating people fairly and with dignity. My practice recognises the principles of the Equality Act 2010 and aims not to discriminate on the basis of protected characteristics. I value difference and seek to provide a therapeutic space in which each person's identity, background, experiences and individual needs are respected.





7. Children and young people

Where I provide support to children and young people, appropriate consent, confidentiality, safeguarding and privacy arrangements will be discussed with the parent/carer and young person as applicable. Separate information, consent and contractual arrangements may be used where appropriate.

8. Storage and security

I take reasonable steps to protect personal information from unauthorised access, loss, misuse or disclosure. Records are kept securely and access is limited to what is necessary for the provision and administration of the service.

9. How long information is kept

Personal information is kept only for as long as reasonably required for the purpose for which it was collected and to meet professional, legal and insurance obligations. Different records may therefore have different retention periods.

10. Your data protection rights

Depending on the circumstances, UK data protection law may give you rights relating to your personal information, including rights to request access, correction or erasure, to restrict or object to certain processing, and in some situations to request transfer of your information. Some rights are subject to legal exemptions.

11. Cookies, third parties and external links

The website or its hosting provider may use essential technical information or cookies required for the website to function. I may use appropriate service providers for functions such as website hosting, email or business administration. External websites have their own privacy practices.

12. Concerns, complaints and changes

If you have a concern about how your personal information has been handled, please contact me first so I have the opportunity to address it. You also have the right to raise a concern with the UK Information Commissioner's Office (ICO). This notice may be updated from time to time.

Samantha Lewis • Swansea, South Wales

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