

Privacy Policy – Counselling Corner

Last updated: June 2026



Your privacy matters

Counselling Corner is committed to protecting and respecting your privacy.

This Privacy Policy explains how personal information may be collected, used, stored and protected when you visit the Counselling Corner website, enquire about room hire services, or become a room hirer.

Who we are

Counselling Corner is operated by Charlotte Wall. Charlotte Wall is the data controller responsible for personal information collected through this website and in relation to room hire services.

Counselling Corner
Unit 14D The Barns
Moss End Garden Village
Maidenhead Road
Warfield
RG42 6EJ

Email: admin@counsellingcorner.co.uk

Website: www.counsellingcorner.co.uk

If you have any questions about this Privacy Policy or how your information is handled, please get in touch.

What information may be collected

When you contact us, we may collect:

- Your name
- Email address
- Telephone number
- Professional or business details
- Insurance information
- Professional membership details
- Qualifications and training information
- DBS status where relevant
- Information relating to your room hire requirements
- Any information you choose to share in your enquiry



Professional verification information such as insurance details, professional membership information, qualifications, DBS status (where relevant) and other documentation required for room hire arrangements may also be collected.

How your information is used

Your information may be used to:

- Respond to enquiries
- Arrange viewings
- Manage room hire bookings
- Communicate about room availability and access arrangements
- Issue invoices and process payments
- Maintain appropriate business records
- Meet legal, accounting and regulatory obligations
- Improve website performance and user experience

Your information will never be sold to third parties.

Legal basis for processing information

Legitimate interests – to respond to enquiries, manage communications and operate room hire services effectively.

Contract – where information is necessary to arrange or provide room hire services.

Legal obligations – to meet tax, accounting, insurance and other legal requirements.

How information is stored

Reasonable technical and organisational measures are used to protect personal information.

Information may be stored securely through:

- Password-protected email systems
- Secure website hosting
- Booking and scheduling systems
- Accounting and invoicing software
- Secure digital storage systems

Only trusted third-party providers are used where appropriate to support the safe delivery of services.

Third-party services

This website and room hire service may use trusted third-party providers to support the operation of Counselling Corner, including:



- Website hosting providers
- Website developers or maintenance services
- Analytics services such as Google Analytics
- Email providers
- Accounting software providers
- Booking and scheduling systems, including Therapeuta

These providers only process information where necessary and are expected to meet appropriate data protection standards.

Therapeuta

Counselling Corner uses Therapeuta, a third-party room management platform, to help manage room availability, bookings, practitioner information, payments and related administration.

Information provided during the room hire enquiry, onboarding or booking process may be stored and processed through Therapeuta for the purposes of delivering room hire services.

Therapeuta acts as a service provider supporting the operation of Counselling Corner and processes information in accordance with its own privacy and security arrangements.

How long information is kept

Enquiry information where room hire services do not proceed is usually retained for up to 6 months before secure deletion.

Where room hire services are provided, records may be retained in accordance with legal, accounting, insurance and business requirements, typically for 7 years after the end of the room hire arrangement.

Concerns about how your information is being handled

If you have any concerns about how your personal information is collected, stored or used, please contact Counselling Corner in the first instance so that concerns can be reviewed and responded to appropriately.



Concerns can be raised by email at info@counsellingcorner.co.uk.

A response will usually be provided within 30 days, although more complex matters may occasionally take longer.

If you remain dissatisfied, you have the right to raise a concern with the Information Commissioner's Office (ICO).

Requests regarding your personal information can be made by contacting info@counsellingcorner.co.uk.

Your rights

Under UK GDPR, you have rights relating to your personal information, including access, correction, deletion (in certain circumstances), restriction or objection to processing, and the right to lodge a complaint with the ICO.

Changes to this Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in services, legal requirements or website functionality.

The most recent version will always be available on this website.