

PRIVACY NOTICE

Last updated: September 2026

I respect your privacy and am committed to protecting the personal information you share with me. This Privacy Notice explains what personal information I collect, why I collect it, how I use and protect it, and what rights you have in relation to your information.

This notice applies to personal information collected through my website, enquiry forms, intake forms, email correspondence, and in the course of providing individual sessions, courses, workshops, mentoring, supervision, or other services.

1. Who is responsible for your information?

Giselle Charbonnier is the data controller responsible for the personal information I collect and use in connection with my work.

If you have any questions about how your information is handled, or wish to exercise any of your data protection rights, you can contact me using the contact form on this website: [Contact Link](#)

2. What information do I collect?

Depending on how you interact with me, I may collect:

- your name and contact details;
- information about your professional background and interests;
- information provided when you enquire about or book a service;
- information contained in intake or registration forms;
- information you choose to share during individual sessions or other professional work;
- payment and invoicing information;
- correspondence and communications between us;
- information relating to your participation in courses, workshops or other programs;

- information about your use of my website, where applicable, including technical information collected through cookies or similar technologies.

In the context of individual work, you may choose to share information relating to your physical or psychological wellbeing, personal history, relationships, experiences of trauma, or other sensitive circumstances. Some of this information may constitute special category data under UK data protection law.

I only collect information that is relevant to the service I am providing or to the administration and development of my work.

3. Why do I use your information?

I use personal information for purposes including:

- responding to enquiries and communicating with you;
- arranging and providing sessions, consultations, mentoring or other services;
- understanding relevant information you choose to share so that I can provide the service appropriately;
- administering courses, workshops and programs;
- processing payments and maintaining financial records;
- maintaining appropriate professional and administrative records;
- communicating with you about services you have requested;
- meeting legal, accounting, insurance, professional or regulatory obligations;
- protecting the security and integrity of my services and systems; and
- improving my website, services and professional practice where appropriate.

I do not sell your personal information.

4. What is the lawful basis for using your information?

Under UK data protection law, I need a lawful basis for processing personal information.

Depending on the circumstances, I may rely on:

Contract: where processing is necessary to provide a service you have requested or to take steps at your request before entering into an agreement.

Legal obligation: where I need to process information to comply with a legal obligation, such as accounting or tax requirements.

Legitimate interests: where processing is necessary for the legitimate operation and administration of my professional practice, provided that these interests are not overridden by your rights and interests.

Consent: where I ask for your consent for a particular use of your information. Where processing is based on consent, you may withdraw that consent at any time.

Where I process information about your health or other special category information in connection with individual work, I will rely on an appropriate additional condition under UK data protection law, as applicable to the circumstances.

5. Who do I share your information with?

I treat information shared with me as confidential and do not sell or otherwise disclose your personal information for commercial purposes.

I may need to share limited information with third parties where this is necessary to provide my services or meet legal or professional obligations. These may include:

- payment and invoicing providers;
- website, form, scheduling, email, cloud-storage or other technology providers that process information on my behalf;
- professional advisers, such as accountants, insurers or legal advisers, where necessary;
- professional supervisors or consultants where appropriate and where this is consistent with my professional and ethical obligations; and
- public authorities or emergency services where I am legally required to do so or where there is a serious and legitimate concern relating to someone's safety.

Where third-party service providers process information on my behalf, I take reasonable steps to ensure that they provide appropriate security and comply with applicable data protection requirements.

6. International transfers

Some of the technology and service providers I use may process personal information outside the UK.

Where personal information is transferred outside the UK, I will ensure that the transfer is made in accordance with applicable UK data protection law and that appropriate safeguards are in place where required.

7. How long do I keep your information?

I retain personal information only for as long as it is reasonably necessary for the purposes for which it was collected, including to meet legal, accounting, insurance, professional or regulatory requirements.

Different types of information may therefore be retained for different periods.

For example, financial records may need to be retained for a legally prescribed period, while other information may be deleted when it is no longer required for the purpose for which it was collected.

When information is no longer required, I will take reasonable steps to delete it securely or anonymise it where appropriate.

8. How do I protect your information?

I take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

These measures include using appropriate security controls for the devices, systems and services through which personal information is stored or communicated.

However, no method of electronic transmission or storage can be guaranteed to be completely secure.

9. Your rights

Depending on the circumstances, you have rights under UK data protection law including the right to:

- ask for access to the personal information I hold about you;
- ask for inaccurate or incomplete information to be corrected;
- ask for your information to be erased in certain circumstances;
- ask for processing to be restricted in certain circumstances;
- object to certain processing;
- request portability of information in certain circumstances; and
- withdraw consent where I am relying on consent as the lawful basis for processing.

These rights are subject to certain legal conditions and exemptions, so they do not apply in every circumstance.

If you would like to exercise any of these rights, please contact me at [Contact Link](#)

10. Confidentiality

Information shared with me in the course of individual or professional work is treated as confidential, subject to the terms of my professional relationship with you and applicable law.

There may be circumstances in which confidentiality cannot be maintained, for example where disclosure is required by law or where there is a serious and legitimate concern about someone's safety.

The specific arrangements concerning confidentiality are also set out in my Terms & Conditions / client agreement.

11. Cookies and website use

My website may use cookies and similar technologies to make the website function properly, understand how it is used, or improve the experience of visitors.

12. Complaints about how I handle your information

If you have a concern about how I have handled your personal information, I encourage you to contact me first so that I can try to resolve the matter.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent supervisory authority for data protection.

You can find information about making a complaint on the ICO website: [Information Commissioner's Office \(ICO\)](#)

13. Changes to this Privacy Notice

I may update this Privacy Notice from time to time to reflect changes in my services, the way I process information, or applicable legal requirements.

The latest version will always be available on this website, with the date of the most recent update shown at the top of the notice.