

SERAPHIM CONSULTANCY™

PRIVACY POLICY

Effective date: August 2026

Website: www.seraphimconsultancy.com

Email: team@seraphimconsultancy.com

1. INTRODUCTION

Seraphim Consultancy™ ("Seraphim Consultancy", "we", "us" or "our") respects your privacy and is committed to protecting the personal information entrusted to us.

This Privacy Policy explains what personal information we may collect, why we collect it, how we use and protect it, when we may share it and the rights you have in relation to your information.

This policy applies to individuals who contact Seraphim Consultancy, use our website, enquire about our services, attend consultations, or otherwise engage with us.

Seraphim Consultancy is operated as a sole-trader business by Dr Sarah.

By using our website or engaging with our services, you acknowledge that you have had the opportunity to read this Privacy Policy.

2. WHO WE ARE

Seraphim Consultancy™ provides personalised wellbeing, mental-wellness, lifestyle and coaching support.

Seraphim Consultancy is operated by Dr Sarah, who is responsible for determining how and why personal information collected directly by Seraphim Consultancy is processed.

Seraphim Consultancy also works with a network of independent consultants. These consultants operate independently from Seraphim Consultancy and are responsible for determining how they process personal information they receive directly in connection with their own professional services.

Independent consultants act as independent data controllers and are not employees or data processors of Seraphim Consultancy.

If you have any questions about this Privacy Policy or how your information is handled, please contact:

team@seraphimconsultancy.com

3. WHAT PERSONAL INFORMATION WE COLLECT

3.1 Contact and identification information

This may include:

- your name;

- address;
- telephone number;
- email address;
- date of birth;
- other information necessary to identify or contact you.

3.2 Information provided during enquiries and consultations

This may include:

- questions and enquiries;
- information provided during an introductory consultation;
- information provided through our introductory forms;
- consent forms;
- questionnaires;
- feedback;
- information relating to your wellbeing and lifestyle;
- information that you choose to discuss during consultations;
- correspondence between you and Seraphim Consultancy.

Some of this information may constitute special category personal data, including information concerning physical or mental health.

3.3 GP and healthcare information

Where appropriate, we may ask for:

- your GP's name and contact details;
- details of other relevant healthcare professionals;
- information necessary to support appropriate safeguarding or professional communication.

We will only seek to use or share such information where there is an appropriate reason for doing so.

3.4 Sponsor information

Where a parent, guardian or another individual arranges or pays for services on behalf of a client, we may collect relevant information about that person.

For the purposes of our Terms & Conditions, such an individual may be referred to as a "sponsor."

3.5 Website and technical information

When you use our website, certain technical information may be processed automatically, such as:

- IP address;
- browser type and version;
- device information;
- operating system;

- pages visited;
- basic website usage information;
- information required to maintain website functionality and security.

The precise information collected may depend on the technical services and hosting arrangements used by the website.

4. HOW WE USE YOUR INFORMATION

We may use your personal information to:

- respond to enquiries;
- arrange and administer consultations;
- communicate with clients and sponsors;
- provide wellbeing and lifestyle support;
- understand your needs and circumstances;
- administer invoices and payments;
- maintain appropriate professional records;
- communicate regarding appointments;
- provide information about changes to our services;
- consider feedback and improve our services;
- manage complaints;
- maintain appropriate professional and safeguarding standards;
- comply with legal and regulatory obligations;
- protect the safety and welfare of clients and others;
- protect the rights, property and safety of Seraphim Consultancy and others.

We will only use personal information where we have an appropriate lawful basis for doing so.

5. HEALTH AND OTHER SPECIAL CATEGORY INFORMATION

Some information provided to Seraphim Consultancy may concern physical or mental health and therefore constitute special category personal data under UK data protection legislation.

Where we process special category information, we will do so only where an appropriate lawful basis and additional condition under applicable data protection law applies.

We recognise the particularly sensitive nature of this information and will seek to handle it with an appropriate level of confidentiality and security.

Seraphim Consultancy does not provide formal ADHD or Autism diagnosis through its wellbeing service and does not prescribe medication as part of that service.

6. CONFIDENTIALITY

Confidentiality is fundamental to the relationship between Seraphim Consultancy and its clients.

Information shared during consultations will normally remain confidential.

We will not routinely disclose information to sponsors, family members or other individuals simply because they have arranged or paid for a consultation.

Where a client is a child or young person, information-sharing arrangements will take account of age, maturity, capacity, safeguarding and applicable legal requirements.

There are circumstances where confidentiality may need to be limited.

- disclosure is required by law;
- there is a serious concern regarding the safety or welfare of a client;
- there is a serious risk of harm to another person;
- safeguarding concerns arise;
- disclosure is necessary to protect a child or vulnerable person;
- disclosure is necessary to protect the wider public;
- disclosure is otherwise permitted or required by applicable law or professional obligations.

Where reasonably possible and safe to do so, we will discuss the need to disclose information with the client beforehand.

There may, however, be circumstances where informing the client beforehand would increase risk or would not be practicable.

7. SAFEGUARDING AND INFORMATION SHARING

Seraphim Consultancy takes safeguarding seriously.

Where there are significant concerns about the safety or welfare of a client or another person, we may need to share relevant information with an appropriate professional or organisation.

Depending on the circumstances, this may include:

- a client's GP;
- another healthcare professional;
- NHS services;
- social services;
- emergency services;
- the Police;
- another relevant statutory or professional organisation.

Examples of circumstances that may give rise to safeguarding concerns include serious concerns regarding:

- suicide or self-harm;
- harm to another person;
- abuse or neglect;
- sexual abuse or exploitation;
- domestic or family violence;

- the safety of a child or vulnerable person;
- serious substance misuse;
- serious illegal activity;
- an individual's ability to live safely.

We will seek to share only information that is relevant and proportionate to the concern.

Where appropriate and safe, we will inform the client before information is shared.

However, there may be circumstances where this is not possible or where doing so could increase risk.

8. CONSULTATION RECORDS

Where appropriate, Seraphim Consultancy may create records relating to consultations.

Not every consultation will necessarily result in detailed written notes.

Where records are created, they will be kept securely and accessed only by those who have an appropriate reason to access them.

Where possible, client initials rather than full names may be used in working records, and unnecessary identifying information will be avoided.

9. HOW LONG WE KEEP YOUR INFORMATION

We will retain personal information only for as long as there is a legitimate reason to do so.

Our standard retention period for consultation-related records is seven years following the conclusion of the professional relationship, unless a different period is required or permitted by law, professional obligations, insurance requirements or the circumstances of the particular record.

There may be circumstances in which information needs to be retained for longer, for example where this is necessary to comply with a legal obligation or to establish, exercise or defend a legal claim.

Business correspondence and other information that is no longer required will be securely deleted or destroyed where reasonably practicable, subject to legitimate retention requirements.

Once information is no longer required, it will be securely deleted or destroyed where reasonably practicable.

10. HOW WE PROTECT YOUR INFORMATION

Seraphim Consultancy takes reasonable and proportionate measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

Security measures may include:

- password-protected devices;
- appropriate account security;
- two-factor authentication where available;

- secure email systems;
- access controls;
- secure storage of consultation records;
- encryption or other appropriate security measures where available and appropriate.

No electronic communication or storage system can be guaranteed to be completely secure.

For this reason, clients should take reasonable care when sending sensitive information electronically.

If we become aware of a personal data breach that is likely to result in a risk to individuals, we will respond in accordance with applicable data protection law, including notifying the Information Commissioner's Office and/or affected individuals where legally required.

11. EMAIL AND ELECTRONIC COMMUNICATION

Clients may communicate with Seraphim Consultancy by email or other electronic means.

Electronic communications carry inherent risks, including the possibility of interception, misdirection or unauthorised access.

Where sensitive information is involved, clients should consider whether the method of communication is appropriate.

Seraphim Consultancy will take reasonable steps to protect information within systems under our control.

We cannot, however, guarantee the security of systems or devices belonging to clients, sponsors or third-party providers.

12. PAYMENTS AND STRIPE

Seraphim Consultancy normally issues invoices directly to clients or sponsors.

Where online payment is offered, Seraphim Consultancy may use Stripe as a payment service.

Stripe processes payment and related information in accordance with its own privacy policy and terms.

Seraphim Consultancy does not routinely receive or store clients' full card or banking details.

Where Stripe is used, Stripe is responsible for its own processing of payment information as an independent organisation.

Clients should review Stripe's own privacy information for further details regarding the information it collects and processes.

13. WEBSITE, COOKIES AND ANALYTICS

Our website is operated using third-party website hosting and technology services.

Certain technical information may be processed automatically when you visit the website, such as your IP address, browser type, device information and basic technical information required for the website to operate securely.

Seraphim Consultancy does not currently use Google Analytics.

We do not use analytics information to identify individual website visitors or to create individual profiles about visitors.

Where cookies or similar technologies are used, they will be used for legitimate website functionality, security or other purposes explained through the website's cookie controls.

14. EXTERNAL WEBSITES AND QUESTIONNAIRES

Seraphim Consultancy may provide links to external websites, questionnaires, personality assessments or other online resources for the benefit of clients.

These websites are operated independently.

Once you leave the Seraphim Consultancy website, the privacy policy and terms of the external website will apply.

Seraphim Consultancy does not control how independent websites collect, store or process information.

Clients should review the relevant website's privacy policy before providing personal information.

15. INDEPENDENT CONSULTANTS AND REFERRALS

Seraphim Consultancy may introduce or refer clients to independent consultants, clinicians, therapists, coaches or other professionals.

These individuals and organisations are independent from Seraphim Consultancy. They are not employees, agents or data processors of Seraphim Consultancy unless expressly stated otherwise.

Each independent consultant is responsible for their own professional services, records, confidentiality arrangements, insurance, regulatory requirements and compliance with applicable data protection legislation.

Independent consultants act as independent data controllers in relation to personal information that they collect and process for their own professional services.

Where a client chooses to engage an independent consultant, that consultant becomes responsible for the personal information they collect directly from the client in connection with their own services.

Seraphim Consultancy will not routinely have access to an independent consultant's consultation records or professional records.

Where Seraphim Consultancy needs to share limited information with an independent consultant to facilitate a referral, it will do so only where there is an appropriate lawful basis for doing so.

16. MARKETING AND COMMUNICATIONS

We may contact clients regarding:

- existing appointments;
- changes to services;

- changes to pricing;
- administrative information;
- relevant information about Seraphim Consultancy;
- where appropriate, marketing communications.

Where marketing consent is required, we will obtain it in accordance with applicable law.

You can ask us to stop sending marketing communications at any time by contacting: team@seraphimconsultancy.com

17. YOUR DATA PROTECTION RIGHTS

Under UK data protection law, you may have rights including:

Right of access

You may request a copy of personal information that we hold about you.

Right to rectification

You may ask us to correct information that is inaccurate or incomplete.

Right to erasure

In certain circumstances, you may ask us to delete your personal information. This right is not absolute. There may be circumstances where we are legally entitled or required to retain information.

Right to restriction

In certain circumstances, you may ask us to restrict how we process your information.

Right to object

In certain circumstances, you may object to particular uses of your information.

Right to data portability

In certain circumstances, you may have the right to receive personal information in a structured, commonly used and machine-readable format.

The availability of these rights depends upon the circumstances and the lawful basis on which we are processing your information.

18. MAKING A DATA PROTECTION REQUEST

If you wish to exercise your data protection rights or ask a question about how we process your information, please contact: team@seraphimconsultancy.com

We may need to verify your identity before providing personal information.

We aim to respond to valid requests within the timeframe required by applicable data protection legislation.

19. COMPLAINTS ABOUT DATA PROTECTION

If you have concerns about how Seraphim Consultancy has handled your personal information, we would encourage you to contact us first so that we can try to resolve the matter.

Please contact:
team@seraphimconsultancy.com

You also have the right to complain directly to the Information Commissioner's Office (ICO) if you believe your personal information has been processed unlawfully or your data protection rights have not been respected.

Information about making a complaint is available from the ICO.

20. CHILDREN AND YOUNG PEOPLE

Where Seraphim Consultancy provides services to children or young people, we recognise the additional importance of protecting their personal information.

We will consider age, maturity, capacity, safeguarding and applicable legal requirements when determining how information should be collected, used and shared.

Parents or guardians may provide information on behalf of a child where appropriate.

However, the fact that a parent or guardian arranges or pays for a service does not automatically mean that they are entitled to all information discussed during a consultation.

21. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect:

- changes in our services;
- changes in technology;
- changes in how we process information;
- changes in legal or regulatory requirements;
- improvements to our privacy practices.

The most recent version will be published on the Seraphim Consultancy website.

We encourage clients and website users to review this Privacy Policy periodically.

22. CONTACT US

If you have any questions, concerns or requests relating to this Privacy Policy or the way Seraphim Consultancy handles your personal information, please contact:

Seraphim Consultancy™
Dr Sarah
Email: team@seraphimconsultancy.com
Website: www.seraphimconsultancy.com

Last reviewed: August 2026