

1. INFORMATION COLLECTED

In order to provide effective counselling and coaching services, I collect the following information:

- **Personal Identifiers:** Name, surname, and contact details (email address and phone number) provided via website forms or direct contact.
- **Service Data:** Details provided during your initial consultation or booking form (e.g., interest in individual, couples, or wellness coaching).
- **Sensitive Personal Information:** Information regarding your mental health, life challenges, and personal history shared during our sessions.
- **Financial Data:** Records of payments made for sessions. (Note: Services are provided on a cash/EFT basis; medical aid is not accepted).

2. PURPOSE OF DATA PROCESSING

Your information is used strictly for:

- Providing supportive counselling and wellness coaching services.
- Administrative management (scheduling appointments and invoicing).
- Communicating with you regarding your care or responding to website inquiries.
- Meeting the professional and ethical requirements of the ASCHP.

3. CONFIDENTIALITY AND DISCLOSURE

Confidentiality is a cornerstone of my practice. I do not share your personal information with third parties without your express written consent, except in the following legal or ethical circumstances:

- **Safety:** If there is a clear and imminent risk of serious harm to yourself or others.
- **Legal Obligation:** If I am legally compelled to disclose information by a court order or South African law.

- **Supervision:** As part of professional practice, I may discuss case themes with a clinical supervisor. In these instances, all identifying information is removed to maintain your anonymity.

4. DATA SECURITY

I take reasonable technical and organizational measures to secure your data:

- **Digital Security:** Information stored digitally is kept on encrypted, password-protected systems.
- **Physical Security:** Any handwritten notes or physical records are stored in a locked, secure environment.

5. DATA RETENTION

I retain your personal information only for as long as is necessary to provide you with my services and to meet legal, accounting, or professional regulatory requirements (typically 5 to 7 years after the conclusion of our work). After this period, data is securely destroyed.

6. YOUR RIGHTS (POPIA)

Under South African law, you have the right to:

- Request access to the personal information I hold about you.
- Request the correction or update of your personal details.
- Object to the processing of your data or request its deletion (subject to legal retention requirements).
- Withdraw your consent for data processing at any time.

7. CONTACT INFORMATION

If you have any questions regarding this Privacy Policy or the handling of your data, please contact:

Practitioner: Charles Jordan

Email: hello@charlesjordan.co.za

Phone: +27 84 808 9791

Website: www.charlesjordan.co.za

Registration: ASCHP Registered Wellness Counsellor