

STELLA BILLEREY
THERAPIES

Queer, ADHD Coaching & Inclusive Yoga

Stella Billerey Therapies

Privacy Notice

Effective date: 8 July 2026. **Version:** 1.0

About this Privacy Notice

This Privacy Notice explains how I collect, use, store and protect your personal information when you:

- visit the Stella Billerey Therapies website;
- contact me or book a discovery call;
- receive coaching from me;
- communicate with me between sessions;
- sign up for a free resource or mailing list; or
- make or arrange payment for my services.

It should be read alongside the Stella Billerey Therapies Coaching Agreement and, where relevant, the separate Caption.Ed Information and Consent Form.

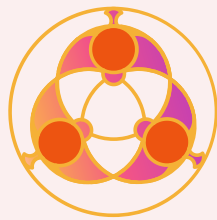
My coaching services are for adults aged 18 and over.

Who is responsible for your information?

Stella Billerey, trading as **Stella Billerey Therapies**, is the data controller responsible for deciding how your personal information is collected, used and protected.

For questions about this Privacy Notice or how your information is handled, please contact:

Email: info@stellabillereytherapies.com



Where I receive information from

I usually receive personal information directly from you, including through:

- my website;
- enquiry and booking forms;
- discovery calls;
- coaching sessions;
- emails and messages;
- worksheets and reflections;
- mailing-list and free-resource forms; and
- payment and funding arrangements.

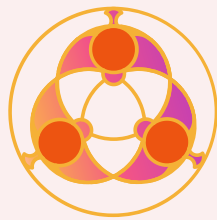
In some circumstances, I may receive information from an employer, Access to Work, another funding organisation or another professional involved in your support. This will normally happen with your knowledge or at your request.

Information I may collect

The information I collect depends on how you interact with me. It may include:

- your name, pronouns and contact details;
- information submitted through my website, enquiry forms or discovery-call questionnaire;
- appointment, scheduling and attendance information;
- emergency contact details;
- information about your coaching goals, priorities and support needs;
- coaching notes, agreed actions, reflections and completed worksheets;
- emails, messages and voice notes exchanged between sessions;
- information about payments, invoices and funding arrangements;
- mailing-list preferences and records of consent;
- information needed to respond to a concern, complaint, safeguarding matter or legal request; and
- technical information associated with your use of my website, such as your IP address, device, browser and cookie choices.

I aim to collect only information that is relevant and reasonably necessary for the purpose for which it will be used.



Sensitive personal information

During coaching, you may choose to share sensitive information about your:

- physical or mental health;
- disability or neurodivergence;
- medication;
- sensory, communication or accessibility needs;
- racial or ethnic background;
- sexuality, gender or relationships;
- religious or philosophical beliefs; or
- other personal circumstances.

Some of this is legally described as special-category personal information and receives additional protection under data protection law.

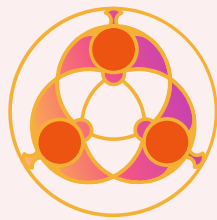
Before coaching begins, I will ask for your explicit consent to collect and use the sensitive personal information you choose to share where this is necessary to provide and adapt your coaching. This consent is recorded separately in the Coaching Agreement.

You can withdraw your consent at any time by contacting info@stellabillereytherapies.com. However, if I cannot provide coaching safely or appropriately without using relevant information you have shared, we may need to discuss whether coaching can continue or needs to be adapted.

In rare circumstances, I may be legally permitted or required to use or share sensitive information without your consent. This might include an immediate and serious risk to someone's life, a legal requirement or information needed in connection with a legal claim.

I will only use or share what is reasonably necessary and, wherever possible, discuss this with you first.

The ICO requires organisations processing special-category information to identify both a general lawful basis and an additional special-category condition. Explicit consent can be used as the additional condition where clients have genuine choice and control.



How I use your information

Responding to enquiries and arranging coaching

I use your contact details and the information you provide to:

- respond to enquiries;
- hold discovery calls;
- consider whether my services are appropriate for your needs; and
- arrange coaching.

My lawful basis is taking steps at your request before entering into a coaching contract. I may also rely on my legitimate interest in responding to enquiries and managing my practice.

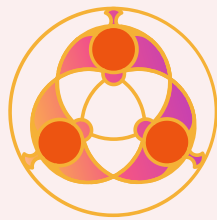
Providing coaching

I use relevant information to:

- prepare for and provide coaching;
- understand your goals, needs and preferences;
- adapt my approach;
- develop relevant resources;
- communicate with you; and
- maintain continuity between sessions.

My lawful basis is the performance of our coaching contract.

Where coaching involves sensitive personal information, I will also normally rely on the explicit consent recorded in the Coaching Agreement.



Maintaining coaching records

I maintain appropriate coaching records to support:

- continuity between sessions;
- agreed actions and reflections;
- safe and ethical practice;
- professional accountability; and
- the effective delivery of coaching.

Records may include brief session notes, agreed actions, completed worksheets, reflections and relevant communications.

My lawful bases are the performance of our coaching contract and my legitimate interest in maintaining safe, ethical and professionally accountable practice.

Appointments and communication

I use your information to:

- arrange and manage appointments;
- send appointment information;
- respond to messages; and
- communicate with you through agreed methods.

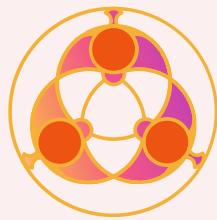
My lawful bases are the performance of our coaching contract and my legitimate interest in managing appointments and communication.

Payments, invoices and funding

I use relevant information to:

- process payments;
- issue and manage invoices;
- maintain financial records; and
- administer Access to Work, employer or organisational funding.

My lawful bases are the performance of our coaching contract and compliance with legal obligations relating to accounting and taxation.



Managing my website and practice

I may use limited technical and administrative information to:

- maintain the security and functionality of my website;
- manage bookings and website forms;
- prevent fraud or misuse;
- maintain accurate business records; and
- understand how my services are accessed.

My lawful basis is my legitimate interest in operating and protecting my practice and website.

Where consent is legally required for non-essential cookies or similar technologies, these will be managed through the website's cookie controls.

Mailing lists and free resources

I use **Flodesk** to manage mailing-list subscriptions and free-resource sign-ups.

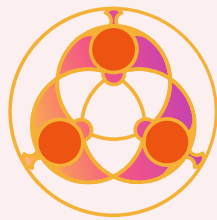
I will only send marketing emails where you have actively chosen to receive them.

My lawful basis is your consent.

You can unsubscribe at any time by using the unsubscribe link in an email or contacting:

info@stellabillereytherapies.com.

After you unsubscribe, I may retain a minimal suppression record to ensure that you are not accidentally added to marketing communications again. The ICO recommends keeping a suppression or "do not contact" record after someone opts out.



Concerns, complaints and legal responsibilities

I may use relevant information to:

- respond to concerns or complaints;
- protect your safety or the safety of another person;
- meet professional or regulatory responsibilities;
- obtain professional advice;
- respond to a legal request; or
- establish, exercise or defend a legal claim.

My lawful basis will depend on the circumstances and may include legal obligation, legitimate interests or the establishment, exercise or defence of legal claims.

Professional supervision

I undertake regular professional supervision to support safe, ethical and reflective practice. I may discuss aspects of coaching work within supervision. Identifying information will be removed or minimised wherever possible, and only information reasonably necessary for professional reflection will be discussed.

If I needed to share identifiable sensitive information within supervision, I would normally discuss this with you and seek your consent unless there were serious safety or legal reasons why this was not possible.

Coaching sessions, captions and transcripts

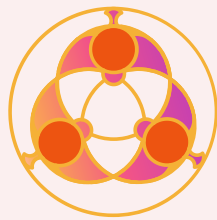
Coaching sessions are normally held through Zoom.

Sessions are not routinely audio- or video-recorded. Any recording would require a separate discussion and agreement.

To support accessibility, accurate note-taking and my ability to remain fully present during coaching sessions, I may offer the optional use of Caption.Ed.

Caption.Ed will only be used after you have received the separate Caption.Ed Information and Consent Form and provided your consent.

Information generated through Caption.Ed will be handled in accordance with that separate form.



Between-session communication

We may agree to communicate through:

- email;
- WhatsApp;
- Telegram; or
- another mutually agreed platform.

Different communication platforms have their own privacy and security arrangements. Although I take reasonable precautions, no electronic communication system can be guaranteed to be completely secure.

Relevant messages, reflections, worksheets or voice notes may be retained as part of your coaching record where they are important to our work together.

Routine administrative messages that are no longer needed may be deleted sooner. Between-session communication is not intended for urgent or emergency support.

Website and cookies

My website is hosted through Wix.

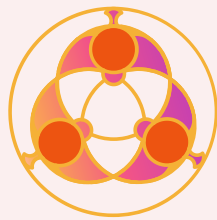
Wix and its service providers may process technical information when you visit the website, including information about:

- your device;
- browser;
- IP address;
- website activity; and
- cookie choices.

Cookies may be used to:

- enable essential website functions;
- support booking and contact forms;
- remember your preferences;
- maintain website security; and
- understand how the website is used.

You can manage cookies through your browser and through any cookie controls provided on the website.



Payments

Depending on your chosen payment method, payments may be processed through:

- Stripe;
- PayPal;
- Wix Payments; or
- bank transfer.

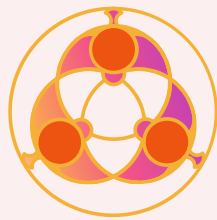
These organisations process payment information under their own privacy arrangements. I do not normally receive or store your complete debit or credit card details. I may retain transaction references, invoices and other financial information needed for accounting, taxation and administration.

Who I may share information with

I do not sell your personal information.

Where reasonably necessary, information may be shared with:

- Wix, for website hosting, forms, bookings and related website services;
- Google Workspace and Gmail, for email and document communication;
- Zoom, for online coaching sessions;
- Flodesk, for mailing lists and free-resource sign-ups;
- Stripe, PayPal or Wix Payments, for payment processing;
- Caption.Ed, where you have consented to its use;
- my professional supervisor, with identifying information removed or minimised wherever possible;
- an accountant, insurer, legal adviser or other professional adviser where reasonably necessary;
- Access to Work, your employer or another funding organisation where needed to administer agreed funding;
- healthcare, safeguarding or emergency services where there is an immediate and serious concern about safety;
- regulatory bodies, courts or public authorities where disclosure is required by law; or
- another person or organisation where you have specifically asked or consented for me to share information.



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Where coaching is funded by an employer, Access to Work or another organisation, I will not routinely share the content of coaching sessions.

Information shared for administrative purposes will normally be limited to matters such as:

- attendance;
- dates and duration of sessions;
- costs;
- invoices; and
- funding administration.

Any broader sharing will normally be discussed with you unless I am legally required to disclose information.

International processing

Some of the service providers I use are based outside the UK or may process information using servers located in other countries.

Where personal information is transferred outside the UK, the provider must use a recognised legal mechanism. This may include UK adequacy regulations or approved contractual safeguards.

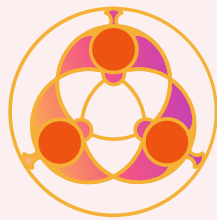
You can contact me at **info@stellabillereytherapies.com** for further information about the safeguards used by a particular provider.

How your information is protected

I take reasonable and proportionate steps to protect your personal information. These include:

- storing coaching records locally on a password-protected computer;
- limiting access to client information;
- minimising identifying details within coaching records;
- using initials, reference numbers or other identifiers where practicable;
- using password-protected documents where appropriate;
- sharing only the minimum information reasonably necessary; and
- securely deleting information when it is no longer required.

Although I take appropriate precautions, no electronic storage or communication system can be guaranteed to be completely secure.



How long I keep information

I keep personal information only for as long as it is reasonably needed for the purpose for which it was collected.

Enquiries and discovery calls

Information relating to an enquiry that does not lead to coaching will normally be retained for up to 12 months after our last contact.

It may be deleted sooner where it is clear that it is no longer needed.

Coaching records

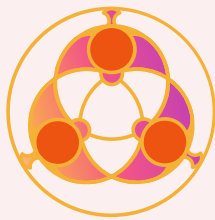
Coaching records, agreements and relevant communications will normally be retained securely for seven years after our final coaching session.

At the end of this period, they will be securely deleted or anonymised unless there is a legal, regulatory, safeguarding, insurance-related or legal-claims reason to retain them for longer.

Financial records

Invoices, payment records and other financial information will be retained for as long as required for accounting and taxation purposes.

HMRC currently requires self-employed people to keep relevant business records for at least five years after the 31 January submission deadline for the relevant tax year.



Mailing-list information

Mailing-list information will be retained until you unsubscribe or withdraw your consent.

A minimal suppression record may then be retained to ensure that your decision not to receive marketing is respected.

Caption.Ed information

Caption.Ed transcripts and related information will be handled according to the retention arrangements set out in the separate Caption.Ed Information and Consent Form.

Concerns, complaints and legal matters

Relevant information may be retained for longer where this is necessary to:

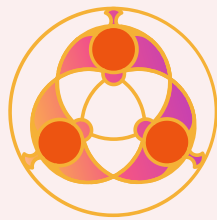
- respond to a complaint;
- manage a safeguarding concern;
- comply with a legal or regulatory requirement;
- obtain professional advice; or
- establish, exercise or defend a legal claim.

Is providing information compulsory?

You are not legally required to provide most of the information described in this notice.

However, I will need some basic information—such as your name, contact details, appointment information and payment or funding details—to arrange and provide coaching.

You choose what sensitive information to share. However, if relevant information is not available, I may not be able to adapt coaching fully to your needs or provide it safely and appropriately.



Automated decision-making

I do **not** use your personal information to make decisions about you through solely automated decision-making or profiling.

Your right to object

You have the right to object to the use of your personal information where I am relying on legitimate interests.

You also have an absolute right to object to your information being used for direct marketing. If you ask me to stop sending marketing communications, I will do so.

To object, contact:

info@stellabillereytherapies.com

The ICO requires the right to object to be brought to people's attention clearly and separately from other privacy information.

Your other data protection rights

Depending on the circumstances and the lawful basis being used, you may have the right to:

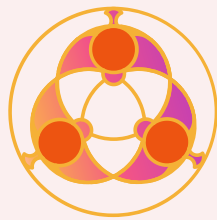
- ask what personal information I hold about you and request a copy;
- ask me to correct inaccurate or incomplete information;
- ask for information to be deleted in certain circumstances;
- ask me to restrict how your information is used;
- object to certain uses of your information;
- receive certain information in a portable format; and
- withdraw consent where processing is based on consent.

These rights are not absolute and may not apply in every situation. For example, I may need to retain certain information to comply with a legal obligation or respond to a legal claim.

To exercise one of your rights, contact:

info@stellabillereytherapies.com

I may need to ask for information to confirm your identity before responding.



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Concerns and complaints

Please contact me if you have a concern about how your personal information has been handled:

info@stellabillereytherapies.com

Please make it clear that your concern relates to data protection and include enough information for me to understand and investigate it.

I will take appropriate steps to look into your concern, keep you informed where necessary and explain the outcome.

You also have the right to raise a concern with the **Information Commissioner's Office**, the UK's independent data protection regulator.

The ICO can be contacted through its online complaint service or by telephone on:

0303 123 1113

The ICO advises people to raise their concern with the organisation first and provides a separate process for escalating unresolved data protection complaints.

Changes to this Privacy Notice

I may update this Privacy Notice when my services, systems or legal responsibilities change.

The current version will be available through the **Stella Billerey Therapies** website.

Where a significant change affects an existing coaching client, I will take reasonable steps to bring the change to their attention.