

CHRIS COUNSELLING AND PSYCHOTHERAPY | COUNSELLING TRAINING INSTITUTE

Confidentiality Policy, Terms and Conditions and Safeguarding Information

I Found Help | Version 1.1 | 17 August 2026

Business / trading name	I Found Help
Public practice name	I Found Help - Chris Counselling & Psychotherapy
Sole trader	Christopher Bello Gresch (Chris Gresch)
Registered business address	48 Castle Street, Upton Gardens, London, E13 9GA, United Kingdom
Email / telephone	chriscounselling@ifoundhelp.uk 07359 942427
ICO registration number	ZC091290
Website hosting provider	Namecheap
Booking system	Cal.com
Website policy date	17 August 2026; review at least annually or sooner if arrangements change

1. Privacy Policy

Last updated: 17 August 2026

I Found Help respects your privacy and treats the information shared through counselling, psychotherapy, clinical supervision, training and this website with care. This Privacy Policy explains what information I collect, why I use it, how I protect it, who I may share it with, how long I keep it and the choices available to you.

Who I am and who is responsible for your information

I Found Help is the business and trading name of Christopher Bello Gresch, a sole trader. The public practice name is I Found Help - Chris Counselling & Psychotherapy. For data-protection purposes, Christopher Bello Gresch trading as I Found Help is the data controller for personal information processed through the practice.

Registered business address: 48 Castle Street, Upton Gardens, London, E13 9GA, United Kingdom.
ICO registration number: ZC091290.

For questions, requests or concerns about your information, contact Chris Gresch at chriscounselling@ifoundhelp.uk or 07359 942427

Information I may collect

Depending on how you contact or work with I Found Help, I may collect:

- your name, preferred name, pronouns, date of birth, address or general location and contact details;
- your preferred and safe methods of contact, including any contact restrictions;
- information in an enquiry, referral, initial consultation, counselling or supervision agreement;
- information about your wellbeing, physical or mental health, identity, relationships, accessibility needs, support needs, risk or safeguarding where relevant to the service;
- booking, appointment, attendance, payment, invoice and accounting information;
- an emergency contact, referrer or other professional where you provide those details; and
- information needed to respond to complaints, manage safety, meet professional responsibilities or deal with legal matters.

Counselling and psychotherapy can involve special-category information, such as health and wellbeing information, racial or ethnic background, sexuality, gender-related experiences or beliefs. Please share only information that is relevant and that you feel able to provide.

How information is collected

Information may be collected directly from you through the website, the Cal.com booking system, a contact or referral form, email, telephone, text, an initial consultation, counselling, psychotherapy, clinical supervision or a signed agreement. It may also come from a professional referrer or another person where there is a lawful and legitimate reason to receive it, including a serious safety, safeguarding or legal situation.

Why I use information and the legal basis

I use personal information only for purposes connected with providing and safely managing the service. These purposes may include:

- responding to an enquiry or referral and arranging an initial conversation;
- considering whether I Found Help can offer an appropriate and safe service;
- providing counselling, psychotherapy, clinical supervision or agreed training;
- arranging, confirming, rescheduling or cancelling appointments through Cal.com or another agreed channel, and communicating about practical arrangements;
- keeping proportionate professional records and managing risk or safeguarding;
- administering fees, invoices, accounts and tax records;
- handling complaints and meeting professional, insurance or regulatory responsibilities; and
- establishing, exercising or defending legal claims where necessary.

The lawful basis depends on the purpose. It may include taking steps at your request before a contract, performing an agreed contract, legitimate interests in running a safe and accountable practice, compliance with a legal obligation, protecting vital interests in a genuine emergency, or consent for a specific optional use. Sensitive information is processed only where an appropriate UK GDPR Article 9

condition applies, such as the provision of health or social care/treatment where applicable, explicit consent for a specific use, or protection of vital interests in an emergency. I do not use a blanket statement that you 'consent to GDPR' as a substitute for identifying the appropriate basis.

Confidentiality and when information may be shared

Counselling, psychotherapy and supervision are confidential services. I will not normally contact your GP, family, employer, emergency contact or another professional without your knowledge and agreement. Relevant aspects of client work may be discussed in my clinical supervision, normally using a code, pseudonym or non-identifying description wherever reasonably possible.

Information may need to be shared without your agreement where I reasonably believe there is an immediate or serious risk of death or serious harm, a child may be experiencing or at risk of abuse or neglect, an adult with care and support needs may be unable to protect themselves from abuse or neglect, or a law, court order or statutory duty requires action. Where safe and appropriate, I will speak with you first, share the minimum relevant information and record the reason for the decision.

Service providers and international transfers

I may use carefully selected service providers to operate the practice. Website hosting is provided by Namecheap. Depending on the service, other providers may include Cal.com for booking, calendar availability and, where enabled, appointment reminders; Tally for referral or contact forms; DocuSign for agreements; a secure video platform for online sessions; business email; secure clinical-record storage; and accounting or payment services. Providers may change, and I review their security and data-processing arrangements when appropriate.

The minimum necessary information may be shared with a clinical supervisor, secure service provider, insurer, legal adviser, GP or other professional, emergency or safeguarding service, professional body, regulator, court or public authority where there is a lawful and proportionate reason. I do not sell personal information, use it for direct marketing or make solely automated decisions with legal or similarly significant effects. If information is transferred outside the UK, appropriate legal safeguards will be used where required.

Website hosting, forms and cookies

Namecheap hosts the website and may process limited technical information needed to deliver and secure the site. Contact or referral information may be collected through an online form, including Tally where used. The website may link to or embed Cal.com, which may process booking details such as your name, email address, telephone number where provided, selected service, appointment date and time, time zone, and any message or booking question you choose to submit. Cal.com may send booking confirmations, rescheduling or cancellation notices, or reminders where enabled. Cal.com's privacy policy is available at <https://cal.com/privacy>. Information submitted through a form or the booking system is not monitored as an emergency or crisis service.

The website may use essential technical cookies or similar technologies. If non-essential analytics, advertising or similar cookies are introduced, appropriate information and consent controls will be provided where required.

How long I keep information

I do not keep personal information indefinitely. The periods below reflect the current I Found Help retention schedule, including booking information held in Cal.com. Information may be retained longer where there is an ongoing complaint, legal claim, safeguarding matter, insurance requirement, legal obligation or another specific and documented professional reason.

Information	Main location	Retention period
Website/contact enquiry that does not proceed	Business email or enquiry system	6 months after the last meaningful contact
Unsuccessful self-referral	Tally or equivalent form system	6 months after the referral is closed
Accepted referral	Form system temporarily, then the secure client record	Delete the original form copy within 90 days of ongoing work beginning once necessary information has been transferred
Counselling agreement, assessment and brief session notes	Secure clinical record / designated agreement record	7 years after the therapeutic relationship ends
Risk and safeguarding records	Secure clinical record	7 years after therapy ends, or longer where specifically justified
Supervision agreement and supervision records	Designated supervision record	7 years after the supervision relationship ends
Financial and tax records	Accounting records	Normally 7 years after the relevant financial or tax year
Training and CPD administration	Training administration system	Normally 3 years after the training
Booking and scheduling information	Cal.com booking system and relevant practice records	Retained only as long as needed for booking administration; removed from Cal.com when no longer required, subject to any longer retention needed for a clinical, safeguarding, insurance, legal or financial record
Routine appointment emails	Business email	Deleted when no longer needed and reviewed at least annually

Emails containing information needed for the clinical record should be transferred or reflected in the designated record system rather than kept indefinitely in the inbox.

Security

I take reasonable technical and organisational steps to protect personal information. These may include strong passwords, multi-factor authentication, device protection, encryption, current software, restricted access, secure storage, minimising sensitive information sent by ordinary email, avoiding unnecessary copies and securely disposing of information when it is no longer required.

Your information rights

Depending on the circumstances and the lawful basis being used, you may have the right to be informed, request access, ask for inaccurate information to be corrected, request deletion or restriction, object to certain processing, request data portability where it applies, and withdraw optional consent. These rights are not absolute and may be limited by law, confidentiality, safeguarding, legal claims or the rights of another person. Requests may require reasonable proof of identity and are normally answered without undue delay, generally within one month where the law requires it.

To make a request, contact Chris Gresch at chriscounselling@ifoundhelp.uk or 07359 942427.

Complaints and professional accountability

If you are concerned about how your personal information has been used, please contact Chris first. You may also complain to the Information Commissioner's Office (ICO), the UK's data-protection regulator. Concerns about the therapeutic service or professional conduct can be raised through the applicable BACP or NCPS route described in the Terms & Conditions below.

2. Terms and Conditions

Last updated: 17 August 2026

These Terms & Conditions apply to services provided by Christopher Bello Gresch trading as I Found Help. They sit alongside the individual Counselling & Psychotherapy Working Agreement, Couples Agreement or Clinical Supervision Agreement provided for the particular service. If a signed agreement contains a more specific term, that agreement will normally apply to the work it covers.

Services and suitability

I Found Help may provide individual counselling and psychotherapy, couples counselling, clinical supervision and professional training or CPD where the work has been discussed, assessed as suitable and agreed in writing. An enquiry, referral form or initial consultation does not guarantee that ongoing work will be offered. I may recommend another service or referral when a different form of support would be safer, more appropriate or outside my competence.

I Found Help currently accepts adult clients aged 18 and over only. It does not offer direct counselling or psychotherapy to children or young people under 18. Safeguarding responsibilities may still arise where an adult client discloses concerns about a child or another adult at risk.

Fees and payment

- The fee, session length, format and frequency will be agreed before ongoing work begins and recorded in the relevant working agreement or invoice.
- Individual regular, concessionary, couples and supervision arrangements may have different session lengths and fees. Any concession or different fee must be confirmed in writing.
- Invoices normally provide bank-transfer details and a payment date. Unless another arrangement is recorded, payment is due by the date on the invoice or before/on the session date.
- The full agreed fee remains payable for a late cancellation or non-attendance under the cancellation term below.
- Please raise payment difficulties as early as possible. An alternative arrangement is considered case by case and is valid only when agreed in writing.

Cancellation, non-attendance and lateness

The appointment time is held for you and is rarely possible to offer to someone else at short notice. If you cancel with less than 48 hours' notice or do not attend, the full fee will normally be payable. Cancellations made with at least 48 hours' notice will normally not be charged. If something exceptional has happened, please contact me as soon as possible so that we can discuss it fairly.

If you arrive late, the session will normally finish at the agreed time and use the time that remains. If I need to cancel, no fee will be charged; I will provide as much notice as reasonably possible and offer another appointment where appropriate.

For couples work, if either partner cancels with less than 48 hours' notice or does not attend, the full agreed couples fee will normally remain payable. A joint session does not automatically become individual therapy when one partner is absent.

Contact, online work and recording

Appointments may be arranged through Cal.com, email or telephone. Cal.com is used for booking and practical scheduling only; it is not a therapy or supervision service. Email and telephone are suitable for brief practical contact, but are not substitutes for a therapy or supervision session, and ordinary email is not the best place for detailed or highly sensitive information. I Found Help is not a 24-hour emergency or crisis service and Cal.com bookings, emails and messages are not monitored continuously.

For online work, each person should use a private setting where possible. I may confirm your current location and the safest way to reach you if a serious concern arises. Sessions will not be audio-recorded, video-recorded, transcribed, screen-captured or processed by an AI note-taking tool without a separate discussion and the required agreement of everyone involved.

Confidentiality, safeguarding and endings

Information is treated confidentially, subject to the limits explained in the Privacy Policy, Safeguarding Information and signed working agreement. Information may need to be shared where there is an immediate or serious risk of harm, a safeguarding concern, a legal requirement or another lawful and

proportionate reason. Where safe, I will discuss the concern with you first and share only what is necessary.

You can ask to review, pause or end therapy or supervision at any time. Where possible, an ending conversation can help us think about what has happened and whether further support would be useful. I may suggest a pause, ending or referral where I cannot provide the work safely or competently, there is an unmanageable conflict of interest, the practical agreement cannot be sustained, or another service is better placed to help.

Liability and limits of the service

I will provide the agreed service with reasonable care and skill. Counselling, psychotherapy and supervision are collaborative professional services and no particular therapeutic, personal, educational or professional outcome can be guaranteed. Information on this website is general information and is not medical advice, a diagnosis, an emergency service or a substitute for contacting a GP, NHS service or emergency service.

I am not responsible for delays, interruption or loss caused by matters outside my reasonable control, including internet, platform or device failure, although I will take reasonable steps to restore contact or rearrange where appropriate. Nothing in these Terms & Conditions excludes or limits liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory consumer rights.

Professional indemnity insurance

I maintain appropriate professional indemnity insurance for the services I provide. Details are available where there is a legitimate professional or contractual reason to request them.

Concerns and complaints

If you are dissatisfied, misunderstood or feel harmed, please raise the concern with Chris in a session or in writing. I will listen respectfully, explain the next steps and keep an appropriate record. You do not have to raise the concern with me if you would prefer not to.

If the concern cannot be resolved, or you prefer to use an external route, you may contact the professional body whose complaints procedure applies to the work. BACP complaints about a BACP member are handled through its Professional Conduct Procedure. NCPS concerns about an NCPS member can be sent to the NCPS Professional Conduct Department. A data-protection concern can be raised with the ICO.

BACP - how to complain about a BACP member: <https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/how-to-complain-about-a-bacp-member/>

NCPS - complaints and concerns procedure: <https://ncps.com/complaints/complaints-concerns-procedure>

ICO - make a data-protection complaint: <https://ico.org.uk/make-a-complaint/>

Urgent support

If there is immediate danger to life or someone cannot keep themselves or another person safe, call 999 or go to A&E. For urgent mental-health support in England where it is not an immediate life-threatening emergency, call NHS 111 and select the mental-health option. Samaritans can be contacted free on 116 123. Do not use this website, email or voicemail for an emergency.

NHS - where to get urgent help for mental health: <https://www.nhs.uk/nhs-services/mental-health-services/where-to-get-urgent-help-for-mental-health/>

Applicable law

These Terms & Conditions are intended to operate under the law of England and Wales, subject to any mandatory consumer protections that apply.

3. Safeguarding Information

Last updated: 17 August 2026

I Found Help is committed to taking the safety, dignity, rights and wellbeing of people seriously. Safeguarding is part of ethical and relational practice. This public summary should be read alongside the full I Found Help Safeguarding Policy and Procedural Pack, the relevant working agreement and the Privacy Policy.

Scope and age policy

I Found Help primarily provides adult counselling, psychotherapy, couples work, clinical supervision and professional training. I Found Help currently accepts direct counselling and psychotherapy clients aged 18 and over only; it does not accept direct clients under 18.

Safeguarding responsibilities may nevertheless arise when an adult client or supervisee discusses a child who may be at risk, an adult with care and support needs who may be experiencing abuse or neglect, domestic abuse, exploitation, historical abuse linked to current risk, or a serious risk to another person.

Safeguarding Lead

The Safeguarding Lead for I Found Help is Christopher Bello Gresch (Chris Gresch).

Contact: chriscounselling@ifoundhelp.uk | 07359 942427.

Confidentiality and safeguarding

Therapeutic work is confidential, but confidentiality is not absolute. A disclosure of suicidal thoughts, self-harm, abuse or domestic abuse does not automatically mean that information will be shared. I will consider the current situation, seriousness and immediacy of danger, the wishes of the person, who may be affected, available support and my legal and professional responsibilities.

Where it is safe and appropriate, I will explain concerns and discuss the next step with the person first. If protective action is needed, I may share the minimum relevant information with emergency services, a GP or NHS service, the relevant local authority safeguarding team, the police, a professional body, an insurer or another appropriate service. Urgent protective action will not be delayed while waiting for routine supervision or consent where that would increase danger.

What happens when a concern arises

- I will listen and assess what is happening now, including immediate safety, context, strengths and available support.
- I will seek clinical, medical or safeguarding consultation when appropriate, while taking urgent protective action without delay where required.
- For online work, I may confirm the person's current physical location and the safest way to make contact if a serious concern arises.
- I will share only information that is relevant and proportionate, involve the person wherever safely possible and record the concern, decision, action and rationale.
- I will review the situation when circumstances change and consider whether a referral, safety plan, pause or different service is needed.

Escalation and referral pathways

Emergency and urgent support

- Immediate danger to life, serious injury, overdose or inability to keep someone safe: call 999 or go to A&E.
- Urgent mental-health support in England that is not an immediate life-threatening emergency: call NHS 111 and select the mental-health option. A GP, crisis team or existing care-plan route may also be appropriate.
- Where a person is not in immediate danger but needs support beyond the scope of private counselling, I may recommend or, with consent, help coordinate contact with their GP, psychiatrist, NHS mental-health service, crisis team or a specialist safeguarding or advocacy service.

Local safeguarding contacts

- For a child in Newham: contact Newham's Multi-Agency Safeguarding Hub (MASH) on 0203 373 4600 or mash@newham.gov.uk. If the child is in immediate danger, call 999.
- For an adult at risk in Newham: contact the 24-hour safeguarding helpline on 020 3373 0440 or ASCsafeguardingconcerns@newham.gov.uk. If there is immediate danger, call 999.
- For people outside Newham, including online clients, use the children's social-care/MASH or adult-safeguarding service for the person's actual location. I will not rely solely on the council where the practice is registered.

Newham - safeguarding a child or young person: <https://www.newham.gov.uk/supportingcyp>

Newham - safeguarding an adult at risk: <https://www.newham.gov.uk/health-adult-social-care/sg-raising-alert/2>

NHS - urgent mental-health help: <https://www.nhs.uk/nhs-services/mental-health-services/where-to-get-urgent-help-for-mental-health/>

What this means for clients

You are welcome to ask questions about safeguarding and confidentiality before or during the work. You can tell me if you are worried about how contact with a GP, emergency contact, family member, the police or a safeguarding service might affect your safety. We will consider this together wherever it is safe to do so. Providing an emergency contact is optional and is not blanket permission to contact that person; it may be considered only where there is a serious concern for immediate safety and I cannot reach you, subject to the law and professional responsibilities.

I Found Help is not an emergency or crisis service. Website forms, Cal.com booking pages, email and voicemail are not monitored continuously. Use 999, A&E, NHS 111 or the relevant local safeguarding service when urgent action is needed.