

PRIVACY POLICY AND CONFIDENTIALITY AGREEMENT

Lumina Insight Counselling

Last updated: 2026

ASCHP Registered Wellness Counsellor · POPIA Compliant

1. Introduction and Purpose of This Document

This Privacy Policy explains how Lumina Insight Counselling (“the Practitioner”, “I”, “me”) collects, uses, stores, and protects your personal information when you engage in individual or couples wellness counselling services.

The purpose of this document is to help you understand what happens to the information you share in sessions, why it is needed, and how it is protected. It is written in accordance with the Protection of Personal Information Act (POPIA), South African law, and the ethical guidelines of the Association for Supportive Counsellors and Holistic Practitioners (ASCHP).

By choosing to use these services, you acknowledge that you understand and agree to the way your information is handled as described below.

2. The Nature of Counselling Services

The counselling offered here is a supportive wellness service aimed at emotional wellbeing, personal growth, and navigating life challenges. This includes both individual and couples counselling. It provides a safe space for reflection, clarity, and emotional support.

While counselling can be deeply beneficial, it is not a substitute for medical, psychiatric, or emergency mental health care. Where appropriate, clients may be referred to other qualified professionals for additional support.

3. Information That May Be Collected

To provide a meaningful and safe counselling experience, certain personal information is collected during the course of engagement.

This may include basic identifying details such as your name and contact information, as well as information relevant to your wellbeing, personal history, and the concerns you choose to bring into counselling. It may also include notes taken during sessions, communication between sessions, and administrative information such as appointment and payment records.

Some of this information may be sensitive in nature, and it is always treated with care, respect, and confidentiality.

Website and Online Collection

When you engage with the Lumina Insight Counselling website, additional information may be collected through:

- Contact and intake forms built into the website — your name, email address, phone number, and the reason for your enquiry
- Booking information submitted through the SimplyBook.me scheduling platform
- Cookies — small files placed on your device to improve your browsing experience (see Section 9)
- Communications you initiate via email, WhatsApp, or phone

4. Why This Information Is Needed and How It Is Used

The information collected is used solely for the purpose of providing you with effective individual and couples counselling support. It helps ensure that sessions are relevant, consistent, and tailored to your needs.

It also allows for responsible record-keeping, professional accountability, scheduling of appointments, communication with you when necessary, and proper management of the counselling process. In some cases, it may be required to meet legal or ethical obligations associated with counselling practice in South Africa.

All processing of information is done within the boundaries of POPIA and is based on your consent, the necessity of providing counselling services, and the ethical duties of a counselling practitioner.

Your personal information will never be used for marketing purposes without your explicit and separate consent.

5. Confidentiality and Its Boundaries

Confidentiality is central to the counselling relationship. Everything shared during sessions is treated as private and will not be disclosed to anyone without your permission.

There are, however, a few important exceptions where confidentiality may need to be limited. These include situations where:

- There is a serious risk of harm to yourself or another person
- There is suspected abuse or neglect of a child or vulnerable individual
- There is reasonable expectation that the client or someone the client knows will engage in dangerous conduct

- Disclosure is required by law or a court order

In such situations, where it is safe and appropriate to do so, every effort will be made to discuss this with you before any information is shared. The intention is always to act responsibly while respecting your dignity and trust.

6. Record Keeping and Professional Responsibility

As part of ethical counselling practice, brief and relevant records are kept of sessions. These records support continuity of care and ensure that the counselling process is professional and accountable.

Records are factual in nature and are stored securely. Access is strictly limited to the Practitioner. They are never shared casually or without legal or ethical justification.

In line with professional standards, records are retained for a minimum of 6 years after the last session, and are then securely disposed of. This is in keeping with South African professional counselling guidelines.

7. How Your Information Is Stored and Protected

Your personal information is stored using secure systems and practices designed to reduce the risk of loss, misuse, or unauthorised access.

Storage platforms used include:

- Password-protected digital devices accessible only by the Practitioner
- Google Drive — session notes and client records are stored in a private, password-protected Google Drive account secured with two-factor authentication, accessible only by Ntokozo Myende. Google Drive uses industry-standard encryption to protect stored data.
- Wix website platform — form submissions are stored on Wix's secure, encrypted servers
- SimplyBook.me — appointment booking information is stored on SimplyBook.me's secure platform

Reasonable steps are always taken to protect your privacy, although it is acknowledged that no system can guarantee absolute security. For this reason, ongoing attention is given to improving data protection practices.

8. Online Counselling and Digital Communication

When counselling takes place online, both individual and couples sessions may be conducted using platforms such as Zoom or WhatsApp. For couples sessions, both partners are present and information shared is visible to both parties.

These platforms make counselling more accessible, but they also carry some inherent limitations in terms of privacy and security. While every reasonable effort is made to use secure systems, complete confidentiality in online communication cannot be fully guaranteed.

Clients are encouraged to take steps to protect their own privacy, such as attending sessions in a private space and using secure internet connections.

9. Cookies and Website Tracking

The Lumina Insight Counselling website uses cookies — small text files placed on your device — to improve your browsing experience and understand how the site is used.

Types of cookies used:

- Essential cookies — necessary for the website to function properly and cannot be disabled
- Analytics cookies — help understand how visitors use the website so it can be improved. These are only activated with your consent.

When you visit the website, a cookie consent banner will appear. You may accept or decline non-essential cookies at that time. You can also manage or remove cookies at any time through your browser settings.

10. Sharing of Information and Professional Support

Your personal information is never sold, rented, or used for marketing purposes.

It may only be shared in very limited and necessary circumstances, such as:

- With secure service providers who assist with administration — for example, booking or payment systems — who are bound by their own privacy obligations
- In the context of professional supervision, where identifying details are removed wherever possible to protect your privacy
- Where required by law or a court order
- Where there is a serious ethical obligation to do so, as described in Section 5

11. Your Rights Regarding Your Information

Under the Protection of Personal Information Act (POPIA), you have the following rights:

- The right to know what personal information is held about you
- The right to request corrections if any information is inaccurate or incomplete
- The right to request deletion of your information, subject to legal and professional retention obligations
- The right to object to the processing of your personal information in certain circumstances
- The right to withdraw consent at any time, although this may affect the ability to continue providing counselling services
- The right to lodge a complaint with the Information Regulator of South Africa

To exercise any of these rights, please contact the Practitioner directly using the details in Section 13.

How to Exercise Your Rights — Official Forms

The Information Regulator of South Africa provides two official forms for exercising your rights:

Form 1 — Objection to the Processing of Personal Information:

Use this form if you wish to object to the way your personal information is being processed. Available from the Information Regulator at:

www.inforegulator.org.za

Form 2 — Request for Correction or Deletion of Personal Information:

Use this form if you wish to request that your personal information be corrected, deleted, or destroyed. Available from the Information Regulator at:

www.inforegulator.org.za

Completed forms may be submitted directly to the Information Regulator or to the Practitioner as your first point of contact.

12. Data Breaches and Protective Action

In the unlikely event that your personal information is accessed without authorisation, appropriate steps will be taken to contain the issue, assess the risk, and protect your information going forward.

Where required by law, you and the relevant authorities will be informed as soon as reasonably possible.

13. Contact Details

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal information, you are welcome to contact:

Ntokozo Myende

Information Officer — Lumina Insight Counselling

Email: info@luminainsight-counselling.com

Phone: 081 026 2366

14. Changes to This Policy

From time to time, this Privacy Policy may be updated to reflect changes in legal requirements or professional practice. The most current version will always apply and will be made available on request and on the Lumina Insight Counselling website.

15. How You Can Complain

If you are not satisfied with how your personal information has been handled, please contact the Practitioner first using the details in Section 13. If a dispute is not resolved, we hope you will agree to attempt to resolve it in good faith through mediation or arbitration.

If you remain unsatisfied, you have the right to lodge a complaint directly with the Information Regulator of South Africa:

THE INFORMATION REGULATOR (SOUTH AFRICA)

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

- Complaints email: complaints.IR@justice.gov.za (Use Form 1 or Form 2 — available at www.inforegulator.org.za)
 - General enquiries email: inforeg@justice.gov.za
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Lumina Insight Counselling

Shine From Within

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