

Privacy Notice and Data Protection

1. About this Privacy Notice

This Privacy Notice explains how I collect, use, store and protect personal information relating to people who contact me or receive psychotherapy from me. I am the data controller for the personal information I hold in connection with my private psychotherapy practice. I aim to keep the information I hold to the minimum necessary for the proper administration and provision of therapy.

2. What information I collect

Depending on the circumstances, I may collect and hold your name; date of birth; address; telephone number and/or email address; information necessary to arrange and administer appointments; information you choose to provide during an enquiry or consultation; information relating to your mental or physical health where this is relevant to providing psychotherapy; payment information where necessary to administer fees; and limited therapeutic records relating to the work. I do not routinely collect or retain GP details. I do not intentionally record unnecessary identifying information in my therapeutic notes.

3. Why I process your information

I use your information to respond to enquiries; arrange and administer appointments; provide psychotherapy; communicate with you about your therapy; maintain appropriate professional records; administer payments and accounting; comply with legal and professional obligations; protect your rights and safety; and deal with complaints or legal matters where necessary.

4. Lawful basis for processing

For ordinary personal information, I rely on the lawful bases provided by Article 6 of the UK GDPR, including processing that is necessary for the performance of the agreement to provide psychotherapy and, where appropriate, compliance with legal obligations. Information concerning physical or mental health is special category data and has additional protection. For such information, in addition to an Article 6 lawful basis, I rely on the applicable Article 9 condition, including explicit consent where this is the appropriate condition for processing health information in connection with therapy. Where consent is relied upon, it may be withdrawn; withdrawal does not affect processing already carried out lawfully.

5. Confidentiality and sharing information

I protect information about you from unauthorised access or disclosure. I do not sell personal information or use it for marketing. I do not routinely share information about clients with other healthcare professionals. Information may be disclosed where you have authorised disclosure, disclosure is required by law, there is a serious and significant concern about the safety of you or another person, or disclosure is otherwise necessary to meet a legal or professional obligation. Where appropriate and lawful, I will discuss a proposed disclosure with you beforehand. Anyone receiving personally identifiable information in a professional context will be expected to treat it confidentially.

6. Supervision

As a practising psychotherapist, I may discuss aspects of my professional work in clinical supervision. Where this occurs, I take appropriate steps to preserve confidentiality and avoid unnecessary identifying information. My therapeutic notes are primarily reflective and concern my therapeutic work and countertransference. I do not intentionally include information that would unnecessarily identify a client.

7. How information is stored

Client administrative information is stored electronically. I use an iPad protected by a passcode and biometric security. Relevant information is stored using my email system and iCloud services. I take reasonable and proportionate steps to protect information against unauthorised access, loss, alteration or disclosure. I keep the amount of information stored electronically to the minimum necessary for my practice.

8. Third-party service providers

Where I use external technology or service providers to provide email, cloud storage or other necessary services, those providers may process information on my behalf. I take reasonable steps to use reputable providers and to ensure that appropriate security and data-protection arrangements are in place. Where information is transferred outside the UK, I will ensure that the transfer is made in accordance with applicable UK data-protection law.

9. Retention

I retain personal information only for as long as it is necessary for the purposes for which it was collected, taking account of legal, professional, accounting and insurance requirements. I retain relevant client records for an appropriate period after therapy ends and then securely delete or dispose of them. Where a specific retention period applies, this will be determined by the legal, professional or other obligation applicable at the time. The retention period will be reviewed periodically rather than retaining information indefinitely.

10. Your data-protection rights

Depending on the circumstances and the lawful basis involved, you may have rights including access, rectification, restriction, erasure where applicable, objection, data portability where applicable, and withdrawal of consent where processing is based on consent. These rights are subject to legal qualifications and are not absolute. If you wish to exercise a right, please contact me using the contact details provided for my practice.

11. Requests for access

If you ask to see the personal information I hold about you, I will deal with your request in accordance with applicable data-protection law. I may need to verify your identity before providing information. Information belonging to other people, or information that is legally exempt from disclosure, may need to be withheld or redacted.

12. Data-protection complaints

If you have a concern about the way I have handled your personal information, I encourage you to contact me first. I will acknowledge receipt of a data-protection complaint within 30 days, investigate without undue delay, keep you informed of progress where appropriate, and provide the outcome without unjustifiable or excessive delay.

13. Complaining to the ICO

You have the right to complain directly to the Information Commissioner's Office if you believe your personal information has not been handled in accordance with data-protection law. Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113. Website: <https://ico.org.uk/>

14. Changes to this Privacy Notice

I will review this Privacy Notice whenever there is a significant change to the way I collect, store, use or share personal information, or when relevant legal or professional requirements change. Last reviewed: September 2026.