



Find Yourself Be Yourself Grow Yourself

## Privacy Statement and Data Protection

### Registration and purpose

I am registered with the Information Commissioner's Office (ICO). This means I am required to tell you what personal data I collect, why I collect it, and how it is used and protected.

### What data I keep and why

**Name and age** – This helps me get to know you and ensure I am working with the right person.

#### Contact information

**Address, email address, and phone number** – These are used to contact you about your sessions. I will usually use the method you first reached out on, but if I cannot get hold of you, I may try an alternative method.

#### GP details

**Doctor's name and surgery information** – I keep this only for safeguarding purposes. If I ever believed you were at risk of serious harm, I may need to contact your GP. Wherever possible, I would discuss this with you first.

#### CCTV

If you attend sessions in person, please be aware that I use a video doorbell for security. This records video footage. Recordings are stored for 60 days and are not shared with anyone unless required by law.

### Will I share your data and if I do who will I share it with and for what purpose?

It is very unlikely that I will need to share your personal data. I do not sell your information or use it for any purpose that would be considered unethical.

There are a small number of situations where I may be required to share information:

- **Legal requirements** – If my notes are subpoenaed by a court, I must provide them.
- **Safety concerns** – If I believe you, or someone you tell me about, is at risk of serious harm, I may need to share relevant information with your GP or the police. Wherever possible, I would discuss this with you first.
- **Professional support** – I work with a Virtual Assistant and a bookkeeper who may see limited administrative information such as emails, payment details, or contact information while carrying out their roles. They do not have access to your clinical notes and are each registered with the ICO.

**Clinical Executor**

I have appointed a Clinical Executor. In the event that I am unexpectedly unable to continue working, they will have access to your contact details so they can inform you and support a safe transition.

**How will I store your data?**

Your personal information is collected through a secure Google Form at the point of onboarding. This form is deleted within one month of our work together ending.

To protect your privacy, your name is kept separately on a secure log and linked only to a unique code. That code is what appears on your case notes. These notes are stored in a password-protected OneDrive folder.

Group work: Notes from group sessions are stored under the group name rather than under individual participants. No personal notes are kept for each member unless we have agreed otherwise.

## **How long will I store your data for and how will I dispose of it?**

I keep your session notes, your name, and your unique code for five years. This is the retention period required by my insurance provider.

Some information is held for much shorter periods:

- **Onboarding form** – deleted within one month of our work ending.
- **Your personal details document** – shredded one month after our work finishes.

### **How your data is disposed of**

Paper records are securely shredded. Digital records are permanently deleted from the systems where they are stored once the retention period has ended.

### **Mailing list**

If you choose to sign up to my newsletter, your details will be stored separately through the newsletter sign-up system. This is optional and not connected to your therapeutic work or this privacy agreement.

## **Requesting your data**

You have the right to access the personal data I hold about you. My notes are intentionally minimal and contain only:

- the date of each session
- the length of the session (if different from 50 minutes)
- brief, general themes of what we discussed

Because therapy notes are not designed as formal reports and can easily be misinterpreted outside the therapeutic context, I usually recommend not requesting the raw notes. They rarely support the outcome people hope for. Instead, I offer a meeting to understand what you need and can provide a clear, accessible summary of our work together.

Couples work: If you are working with me as a couple, I will need consent from both partners before releasing any notes or summaries.

## **Is this different for EAP/Insurance clients?**

Employee Assistance Programmes (EAPs) and insurance providers sometimes share more information with me than I would normally collect. This can include details such as your workplace, an employee or case reference number, or other identifiers they use to manage your referral.

Each EAP or insurer operates differently, so the exact information they provide varies. I use these details only for the purposes required by the EAP or insurer—for example, to submit invoices or confirm that the correct sessions have been authorised.

This additional information is usually received by email. I delete it once the EAP or insurer has reimbursed me for our work together.

### **Consent**

If you do not consent to me using your data in this way it is unlikely that I am able to work with you.

If you are not happy with the way I use your data you can complain to ICO at [www.ico.org.uk](http://www.ico.org.uk) or phone them on 0303 123 1113.

