

## **Presence Being Becoming Therapy Services: Welcoming You**

### **PRIVACY NOTICE**

As part of my work with you it is necessary for me to collect information about you and to make notes about our work together. Your privacy is important to me and you can be confident that all personal information will be kept confidential, safe and secure and only used for the purpose it was given to me.

This privacy notice is a requirement of current data protection law (GDPR, DPA 2018 and Privacy & Electronic Communications regulations 2003).

The notice sets out the legal basis for me collecting and processing your personal data, the ways in which I will do this, how long I'll hold it for and what I will/or may do with it as well as your rights regarding this.

I am happy to discuss any of this with you if you have any general concerns or any specific questions. Please feel free to contact me about this via email, phone or when we meet.

I am registered with the Information Commissioner's Office.

### **My lawful basis for holding & using personal information**

The GDPR states that I must have a lawful basis for processing personal data. There are different lawful reasons for doing so and they can be different depending on the type of information and my reasons for needing to have that information.

Whilst you are having therapy with me, the lawful basis for me processing your information is to fulfil our contract.

If you have ended therapy then it is necessary as a legitimate interest. I need to keep records for approximately 7 years to meet the requirements of my business and for insurance purposes.

Some of the data I hold, due to its sensitive nature, may fall under "special category personal information". The lawful basis for me processing this type of information is that it is necessary for provision of health care. (There are some disparities in the legislation regarding whether or not private therapists are health care professionals, but I take the view that the kind of information I hold is extremely sensitive and therefore should be covered by this part of the legislation as it requires me to keep it confidential unless there is a valid and sufficient reason to share it.)

In order to comply with my legal and tax obligations, I am required to keep record of payment including date and account name for 10 years in-line with HMRC requirements as a registered sole trader.

Since you will be paying by BACS your name, date and amount transferred is visible on my account statement. Account statements are destroyed after 10 years in-line with HMRC requirements as a registered sole trader.

## **Types of information & How I use this information**

### Initial contact

I will collect what data is required to respond to your initial enquiry. Names, telephone number and email address will be saved as a contact in my electronic devices.

Other professionals or organisations may provide me with referral information and documentation. This includes, but is not limited to, Insurance companies, Employee Assistance Programmes, GPs, local counselling organisations.

If you decide not to proceed then I will ensure all personal data is deleted within one month. If you would like me to delete sooner, then please let me know.

### While you are accessing therapy

What you discuss with me is confidential and this is one of the fundamental principles of therapeutic practice. However, there are exceptions to this which I will discuss with you before we begin therapy. I will reiterate these here:

- If you give consent for me to share information
- If there is a serious risk of harm to you or someone else, including child abuse
- My regular supervision, which is a part of ethical practice
- Where the law requires it, for example, with terrorism, drug trafficking or money laundering
- When information disclosed is of such gravity that confidentiality cannot reasonably be expected to be maintained. This would apply in the case of serious crimes or where there are reasonable grounds to believe that there is risk of harm to others.
- If you decide to give written consent to audio recording of sessions for the purposes outlined on the separate recording consent form.

***If I feel it is necessary to break confidentiality, wherever it is safe and possible to do so, I would endeavour to explore this with you first. However there may be circumstances where I am required to share without discussing with you.***

I am required by my professional indemnity insurance and the ethical code under which I work to keep a record of our work together. This record will include client history as self-reported, and a brief note from sessions to ensure that I am able to reflect on and evidence the work done together.

These notes are held securely on password-protected and encrypted electronic devices. Client records are retained for 7 years and then destroyed safely.

I retain emails and text messages for one year and then they are deleted. If emails contain important information, I retain with client notes.

### After counselling has ended

Once counselling has ended, records are retained for 7 years. This is based on good ethical practice. If you wish me to retain any records for longer than 7 years then please inform me in writing.

### **Security of data**

Digital information is on my electronic devices which all have encryption and secure passwords.

### **Third party recipients of personal data**

I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out therapy. This could be insurers such as Bupa or EAP providers of therapy in the workplace. These organisations have strict data sharing requirements which I, and they, adhere to.

I make use of information technology services such as Zoom, Microsoft 365, WPS Office and Windows Security. I ensure I update with the latest security updates.

By accessing the website, you are consenting to the information collection and use practices described in this privacy notice. My website is powered by Wix and they place cookies on the site. The cookies used are outlined on my cookies notice, please read this document together with the cookies notice. For any non-essential cookies, there is a cookies banner that gives you the option to accept or decline the use of these cookies.

### **Your rights**

Clients have certain rights in respect of any data I hold about them.

You have the right to ask me to:

- Delete information about you
- Limit how I process information I hold about you
- Stop processing your personal data
- See a copy of any information I hold about you
- Amend data which is inaccurate

You can find out more about your rights at <https://ico.org.uk/your-data-matters/>

If I do hold information about you I will:

- Give you a description of what I hold and where it came from
- Tell you why I am holding it, how long I'll keep it for and why I came to this decision
- Tell you who it could be disclosed to
- Provide you with a copy of the information, if that is practical, and unless there are good lawful reasons why I should not

To make a request regarding personal information I hold please put the request in writing, either via email or to:

Apartment 8, Bridgford Place  
43 Rectory Road  
West Bridgford  
NG2 6BF

## **Complaints**

If you have a complaint about how I handle your personal data, please do not hesitate to get in touch via email or letter – see address below.

If you have any suggestions for improving my data protection procedures, please let me know.

If you wish to make a formal complaint about the way I have processed your personal information, you can contact the Information Commissioner's Office.

**Name: Helen McLaughlin**

**Address:  
Apartment 8, Bridgford Place  
43 Rectory Road  
West Bridgford  
NG2 6BF**

**Date: 10.08.25**