

Privacy Notice (GDPR Compliant)

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I am registered with the Information Commissioner's Office (ICO) as a Data Controller.
Registration number: C1875368

Introduction

I am committed to protecting your personal data and respecting your privacy. This Privacy Notice explains what information I collect, why I collect it, how it is used, how it is stored, and your rights under UK GDPR.

What Information I Collect

Personal data may include your name, address, email address, phone number, date of birth, GP details, and emergency contact details.

Special category data may include information relating to your mental and physical health, medication, risk information, and session notes.

How Your Information Is Collected

Information is collected when you:

- Contact me via my website, email, or telephone
- Engage in an initial consultation
- Begin therapy sessions

Lawful Basis for Processing

Under UK GDPR, I rely on:

- Article 6: Contract, Legitimate Interests, Legal Obligation
- Article 9: Provision of Health or Social Care, Explicit Consent

Why I Collect Your Information

Your information is collected to:

- Provide counselling services
- Maintain accurate and appropriate records
- Ensure your safety and assess risk
- Meet professional, ethical, and insurance requirements
- Comply with legal obligations

How Your Information Is Stored

Electronic records are password-protected and encrypted.
Paper records are stored securely in a locked cabinet.
Devices are password-protected.

Emails are stored securely; however, email communication is not a fully secure method, and there is a small risk when sharing information this way.

Confidentiality & Data Sharing

Everything discussed in therapy is confidential, except where:

- There is risk of serious harm to yourself or others
- There are safeguarding concerns
- There is a legal obligation (e.g. court order)

Client work may be discussed in supervision in an anonymised form. Supervisors are bound by confidentiality and GDPR requirements.

Online Therapy

If therapy is conducted online, I use Doxy.me, a platform designed for healthcare which provides a secure environment for video sessions. While all reasonable steps are taken to ensure confidentiality, no online platform can be guaranteed as completely risk-free.

Retention Period

Client records are retained for 7 years after therapy ends.

If you make an enquiry and do not proceed with therapy, your information will be securely deleted within 3 months.

Website Data

My website may collect basic information such as IP addresses for security and functionality purposes. This does not identify you personally.

Your Rights Under GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure (where legally possible)
- Restrict processing
- Data portability
- Withdraw consent
- Lodge a complaint with the ICO

To exercise these rights, please contact:
acorntoaktherapypractice@outlook.com

Data Breaches

In the unlikely event of a data breach that poses a risk to your rights and freedoms, the ICO will be notified within 72 hours where required, and you will be informed if there is a high risk.

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