

# Privacy Notice

## Kate Clifford Therapy

At Kate Clifford Therapy, your privacy and confidentiality are treated with the utmost care.

This privacy notice explains how your personal information is collected, stored and used when you or your child access therapy services.

Kate Clifford Therapy acts as the **Data Controller** for the personal information you provide.

Only information that is relevant to providing safe, effective and tailored therapeutic support is collected. This information is stored securely on password-protected and encrypted drive or cloud-based server.

The information collected may include, but is not limited to:

- name
- address
- email address
- telephone number
- date of birth
- emergency contact details
- relevant GP details where needed
- information about the reasons for seeking therapy
- session notes and relevant therapeutic records
- consent form to receive therapy

## Why your information is needed

This information is collected so that therapy can be carefully tailored to your needs, or the needs of your child or young person.

Contact details are also kept so that I can reach you if there are any changes to appointments or circumstances.

In rare situations where there is a serious concern about safety, this information may also be used to contact an emergency contact, safeguarding lead, GP, or emergency services where necessary.

Only information that is necessary to safely provide therapy is collected.

## How your information is used

Everything shared within therapy is treated as private and confidential.

There are, however, certain circumstances where confidentiality may need to be broken. This would only happen where there is a concern about serious risk of harm to yourself, your child, or another person, or where safeguarding responsibilities require action.

As part of maintaining high professional standards, aspects of therapeutic work may be discussed within professional supervision. This is a normal part of ethical therapeutic practice and helps ensure that you receive the best possible support.

Where this happens, personal identifying details are removed wherever possible.

Your information will never be shared with any other individual or organisation without your consent unless there is a legal or safeguarding obligation to do so.

## How long information is kept

Kate is a member of the AfSFH (Association For Solution Focused Hypnotherapist.) In line with their professional guidelines and legal requirements:

- records for **adult clients** are kept for **8 years** after therapy has ended
- records for **clients under 18** are kept until the age of **25**, or for **8 years after therapy ends**, whichever is longer

This includes information relating to the reasons for seeking therapy and session notes.

Any paper records are securely scanned, stored electronically, and then confidentially destroyed.

## Your rights

You have the right to request access to the information held about you or your child.

You may also request that information is corrected if it is inaccurate, and in some circumstances request that it is deleted.

If you have any questions about how your information is handled, or would like to make a request, please contact:

### **Kate Clifford Therapy**

**Email:** [kateclifford.therapy@gmail.com](mailto:kateclifford.therapy@gmail.com)

If you are not satisfied with the way your information has been handled, you have the right to make a complaint to the **Information Commissioner's Office (ICO)**.

Further information can be found at:

<https://ico.org.uk>

ICO Number: CSN5197774