

Privacy Policy

At Finchley Therapy, I take your privacy and the confidentiality of your personal information very seriously. Whether you're visiting this website or working with me in therapy, I want you to feel fully informed about how your information is collected, used, and protected.

This Privacy Policy explains this in clear terms, so you can feel confident and safe.

1. Why I Collect Your Information

When you choose to work with me, I collect certain personal details. This helps me provide a safe, ethical, and professional service.

The types of information I may collect include:

- **Basic contact details** - such as your name, address, phone number, and email.
 - **Relevant health and personal history** - anything you choose to share with me that supports your therapy, such as medical background or therapy notes.
 - **Payment and appointment information** - if applicable.
 - **Website usage data** - such as your IP address and browsing behaviour (using cookies) to help keep this website secure and improve your experience online.
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2. How Your Information is Used

Your information is used carefully and only for reasons that support our work together, including:

- To provide counselling or psychotherapy services to you.
 - To contact you about appointments or changes.
 - To manage payments and administrative tasks.
 - To meet ethical, legal, and professional obligations (for example: anonymous supervision or safeguarding situations).
 - To help maintain website security and performance (non-identifiable website data only).
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3. Confidentiality and Sharing

Everything you share with me is treated with the highest level of confidentiality. I will never share your information without your permission, unless:

- I am required to do so by law or court order.
- I believe there is a serious risk of harm to you or someone else.
- I discuss your case anonymously with a qualified supervisor (a standard part of safe and ethical therapy practice).

I will always aim to discuss any need to share information with you first, whenever possible.

4. How Your Information is Stored and Protected

All personal data is stored securely, whether on paper or digitally, and protected against loss, misuse, or unauthorised access.

I follow the requirements set out by the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018** to make sure your information stays safe.

5. How Long I Keep Your Data

I retain client records securely for a minimum of 7 years after our last session, in line with professional guidelines. After this time, records are safely deleted or destroyed.

6. Your Rights

Under UK GDPR, you have rights over your personal data, including:

- Accessing your personal data.
- Asking for corrections if any information is inaccurate.
- Requesting deletion of your data (in certain situations).
- Objecting to or limiting how your data is used.
- Withdrawing your consent (if that's the basis for processing).

If you'd like to talk about or exercise any of these rights, you can contact me directly at:

Jayne@finchleytherapy.com

You also have the right to raise concerns with the **Information Commissioner's Office (ICO)**:

www.ico.org.uk.

7. Website and Cookies

This website uses cookies to help improve your browsing experience and keep the site secure. You can control your cookie preferences anytime through your web browser settings.

8. Updates to This Policy

I review this policy regularly and will post any updates on this page, so you can stay informed about how your data is handled.

9. Get in Touch

If you have any questions about this Privacy Policy or how I handle your personal information, I'll always be happy to discuss it with you. Please email me at jayne@finchleytherapy.com