

Kas Fielding Therapy - Privacy Notice

Last updated: 24th June 2026

This privacy notice tells you what to expect us to do with your personal information.

Contact Details

Telephone: 07538 115160

Email: kftherapy@proton.me

This privacy notice explains how I collect, use, store, and protect your personal information when you engage in counselling or psychotherapy services with me.

What Information I Collect, Use and Why

In order to provide counselling and psychotherapy services safely, ethically, and professionally, I may collect and use the following personal information:

- Name
- Address
- Telephone number
- Email address
- Date of birth
- Emergency contact details
- GP details (where relevant)
- Information relating to your health, wellbeing, and circumstances
- Session notes and records relating to our work together
- Payment and invoicing information

Some of the information I collect is classified as special category data because it relates to health and wellbeing and is therefore subject to additional legal protections.

Why I Use Your Information

I use your personal information to:

- Provide counselling and psychotherapy services
- Maintain appropriate clinical records
- Communicate with you regarding appointments and services
- Protect your welfare and the welfare of others where necessary
- Meet professional, ethical, insurance, and legal obligations
- Manage payments and business administration

Lawful Bases for Processing

Under UK data protection law, I must have a lawful basis for collecting and using your personal information.

The lawful bases I rely upon are:

- Contract - where processing is necessary to provide counselling and psychotherapy services to you
- Legitimate Interests - where processing is necessary for the safe, ethical, and effective provision of counselling and psychotherapy services
- Legal Obligation - where I am required to comply with legal or regulatory requirements
- Vital Interests - where processing is necessary to protect someone's life or prevent serious harm in an emergency

Where special category data is processed, I rely on the relevant conditions under UK data protection law, including the provision of health related services and safeguarding where applicable.

Your Data Protection Rights

Under UK data protection law, you have the right to:

- Access the personal information I hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal information in certain circumstances
- Request restriction of processing in certain circumstances
- Object to processing in certain circumstances
- Request transfer of your information where applicable

To exercise any of these rights, please contact me using the details above.

Subject Access Requests

You have the right to request a copy of the personal information I hold about you. I will respond to requests in accordance with UK data protection law, normally within one month. If a request is unclear or particularly broad, I may ask you to clarify what information you are seeking. In these circumstances, the timescale for responding may be paused until clarification is received.

I am required to carry out reasonable and proportionate searches for information relevant to your request.

Where I Get Personal Information From

I collect personal information directly from you.

In some circumstances, information may also be received from:

- Referring professionals
- Medical practitioners
- Emergency contacts
- Other professionals involved in your care

This will usually only occur with your knowledge and consent unless there is a legal, ethical, or safeguarding reason for doing otherwise.

How Long I Keep Information

I keep client records in accordance with professional standards, legal requirements, and insurance obligations.

Client session notes and related records are retained for 7 years from the date of the last session or contact.

Administrative records, including contracts, consent forms, and email correspondence, are retained for 7 years from the end of our work together. Financial records, including invoices and payment information, are retained for 6 years in accordance with HMRC requirements. After the relevant retention period, records are securely destroyed.

In certain circumstances, records may be retained for longer where required for legal proceedings, insurance matters, safeguarding concerns, or other legal obligations.

Who I Share Information With

I treat your information as confidential.

Information will only be shared where necessary and appropriate, including with:

- Clinical supervisors
- Professional advisers
- Legal advisers
- Medical professionals such as GPs

- Emergency services
- Organisations where I am legally required to disclose information

Information is shared only where necessary for professional practice, safeguarding, legal compliance, or the protection of welfare.

How I Store and Protect Your Information

I take appropriate technical and organisational measures to protect your information against unauthorised access, loss, misuse, alteration, or disclosure.

Records may be held electronically, in paper format, or both. Electronic records are protected using secure systems, passwords, and appropriate security measures.

How to Complain

If you have concerns about how I collect, use, store, or share your personal information, please contact me using the details above.

I take concerns about personal data seriously and will investigate any complaint relating to the handling of your personal information. I will acknowledge your complaint within 30 days and will keep you informed of the outcome without undue delay.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline: 0303 123 1113
Website: <https://www.ico.org.uk/make-a-complaint>