

## Kas Fielding Therapy - Privacy Notice

*Last updated: 27 May 2025*

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

### Contact Details

**Telephone:** 07538 115160

**Email:** kftherapy@proton.me

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### What Information We Collect, Use, and Why

We collect and use the following personal information to comply with legal requirements:

- Name
- Contact information
- Any other personal information required to comply with legal obligations

We also collect and use the following **special category information**, which is subject to additional protection due to its sensitive nature:

- Health information

We collect and use the following personal information to protect client welfare:

- Name and contact information
- Health and wellbeing information
- Emergency contact details

We also collect and use the following **special category information** to protect client welfare:

- Health information
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## **Lawful Bases and Your Data Protection Rights**

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. These bases include:

- **Consent**
- **Contract**
- **Legal obligation**
- **Legitimate interests**
  - For the purposes of working with clients fully and ethically in counselling and psychotherapy
- **Vital interests**
- **Public task**

Your data protection rights include:

- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- The right to withdraw consent

To make a data request, contact us using the details above. We will respond within one month.

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## Where We Get Personal Information From

We collect your information directly from you.

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## How Long We Keep Information

We keep client records in accordance with professional standards, legal requirements, and insurance obligations. The following outlines our retention schedule for counselling and psychotherapy work with adults:

- **Client session notes and related records:**  
Kept for **7 years** from the date of the last contact/session, in line with guidance from insurance providers and professional bodies including the BACP, UKCP, and NCPS. After this period, records are securely destroyed.
- **Email correspondence and administrative data (e.g. contracts, consent forms):**  
Also retained for **7 years** from the end of contact unless required for longer due to legal proceedings or insurance claims.
- **Financial records (e.g. invoices, payment history):**  
Retained for **6 years** to comply with HMRC requirements.

If you request access to your records or choose to exercise your data rights, we may keep limited identifying information for up to **1 year** beyond the retention period to confirm compliance and manage any follow-up queries.

You have the right to ask us to delete your information earlier, where appropriate. However, we may need to retain some information if required by law or for professional obligations (e.g. for safeguarding, clinical oversight, or audit purposes).

For more information on how long we store your personal information or the criteria we use to determine this, please contact us.

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## Who We Share Information With

We may share personal information with:

- Professional or legal advisors

- Emergency services, Doctors
  - Organisations we are legally obliged to share information with
  - Professional consultants (e.g. clinical supervisors, doctors)
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## **How to Complain**

If you have concerns about how we use your personal data, please contact us first using the details above.

If you are not satisfied, you can contact the Information Commissioner's Office (ICO):

### **ICO Contact Details:**

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>