

PRIVACY POLICY:
PSYCHOTHERAPY, SUPERVISION/CONSULTANCY
SONJA BEACHAM
www.excellencewithin.com

Your privacy is very important to me, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy, supervision, and/or consultation has ended.

I am happy to chat through any questions you might have about my data protection policy, and you can contact me at sonja@excellencewithin.com or on 07778 635 050

‘Data controller’ is the term used to describe the person/organisation that collects and stores and has responsibility for people’s personal data. For the purposes of this website and my psychotherapy, supervision, and consultancy work, the data controller is me.

I am registered with the Information Commissioner’s Office Registration Reference CSN5288524

MY LAWFUL BASIS FOR HOLDING AND USING YOUR PERSONAL INFORMATION

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data.

If you are currently having therapy, supervision, or consultation with me or if you are in contact with me to consider these services, I will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called ‘special category personal information’. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case psychotherapy)

HOW I USE YOUR INFORMATION

Initial contact. When you contact me with an enquiry about my services, I will collect information to help me respond to your enquiry. This will include your name, email address, and phone number.

If you decide not to proceed, I will ensure all your personal data is deleted within one year. If you would like me to delete this information sooner, just let me know.

While you are accessing services, everything you discuss with me is confidential. That confidentiality will only be broken in the following instances:

- Where you give consent for the confidence to be broken.
- Where the information is of such gravity that confidentiality cannot be maintained e.g., where there is risk of serious harm to self or others, or in cases of fraud and crime.
- Where I am compelled to by a court of law.

I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

If we proceed with psychotherapy, supervision/consultation, I will keep a record of your personal details. This includes your name, date of birth, email address, phone number, home address, and GP practice and address. This is to help services to run smoothly. These details are kept securely on a password protected device and in password protected storage and are not shared with any third party (excepting the conditions above).

In circumstances where there is risk of serious harm, I may also request information from a relevant professional (e.g., your GP). Wherever possible, such exchange of information would be with your explicit consent.

I will keep a very brief written note of each session/meeting, the date and a few key words, these are for my use only and to enable me to work with you effectively. These are kept digitally and stored password protected. This information is stored separately from your personal details and will not have any identifying details; however, they will be linked to your personal information by a client, supervisee, or consultee code. In this way, the data will be anonymised. In addition, we may agree that you will fill out some therapy-related measures, and I will store these with the notes above, again, anonymising the data with a code.

I am in regular supervision/consultation both peer and more formally and will discuss issues from my psychotherapy and supervision work with my colleague. At such times, I will take all possible measures to preserve your anonymity.

For security reasons I do not retain text or WhatsApp messages for more than one year.

I may insert relevant information contained in a message into my notes. Likewise, any email correspondence will be deleted after one year if it is not important. If necessary, I may on occasion insert relevant sections it into my notes.

If you pay by bank account your name will appear on my bank statements, access to those is on a password protected device and a secure login. For the purposes of preparing my accounts for HMRC, your name will again be on the bank feed into QuickBooks digital accounting programme that has a secure password protected login and is accessed on a password protected device. Data is required by HMRC to be kept for a period of 6 years.

After services have ended

Once the psychotherapy, supervision/consultancy has ended your personal details will be kept for seven years from the end of our contact with each other and are then securely destroyed. If you want me to delete this information sooner than this, please let me know. Any notes kept during our work; I need to keep for a full 7 years as this is a stipulation of my current Psychotherapy insurance.

Your Rights

To be given information about the data held.

To request that inaccurate personal information about you be corrected.

To restrict or suppress the use of your personal information.

To withdraw consent.

To have your personal information erased (in certain circumstances.)

To request we share your information with another data controller.

Complaints

If you have any complaint about how I handle your personal data, please do not hesitate to get in touch with me.

If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

VISITORS TO MY WEBSITE

Like most websites we use cookies to help the site work more efficiently.

Cookies:

A cookie is a small file – it's saved onto your computer or other device when you visit a website. Cookies store small pieces of information, such as remembering you have visited the site or performed a certain action. Cookies can help improve your experience when you visit websites, for example, it might store information, so you don't have to keep entering it into a form.

No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

This privacy notice may be updated from time to time.

Information updated 2025