



Data Privacy Statement

Name of therapist: Jen Keay
Contact information: hello@jenkeaytherapy.co.uk
Data controller: Jen Keay of Jen Keay Therapy
Registration number: ZB893006

Why this statement matters

This privacy statement explains how I handle the personal information you share with me. I take your privacy seriously and want you to feel informed and reassured about how your data is collected, stored, and used, always in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. I am the named Data Controller and pay an annual fee to the Information Commissioners Office (ICO).

What information I collect and why

When you book an initial consultation through my website, I use an online scheduling system (Calendly). This collects your name and email address so that I can manage appointments and contact you about your consultation.

In the course of our work together, I may collect and store the following personal data:

- Name, address, email address, and telephone number
- Date of birth
- GP name and contact details (where provided by you)
- Emergency contact details
- Session notes and personal history relevant to therapy
- Any communication between us (emails, texts)
- Information shared in sessions relevant to your wellbeing and care

This data is used to:

- Provide therapy services
- Contact you regarding appointments
- Maintain accurate and safe records of our work
- Comply with professional and legal obligations
- Ensure your safety and support in case of emergency



The legal side of things

I process your data based on lawful reasons under UK GDPR, which include:

- Contract – to provide therapy services as agreed
- Legal obligation – to comply with law and ethical practice
- Vital interests – in case of emergency or serious harm
- Legitimate interest – running a safe and responsible practice
- Special category data - as therapy involves sensitive health information

How your information is stored

Your personal information is handled with care and stored securely:

- Paper notes are locked away safely in a secure filing cabinet.
- Digital notes are encrypted and password-protected
- Contact details are stored securely on my practice phone or computer
- Emails and texts are deleted regularly unless needed for clinical or legal reasons

Only I have access to this information, except in the situations outlined below.

Working together online

If we work online, I take additional steps to ensure that all digital data and communications are encrypted and stored securely. As part of my commitment to safeguarding your confidentiality and ensuring secure online interactions, all virtual sessions adhere to stringent security and privacy protocols. Meeting access is tightly controlled through secure host controls.

These measures align with industry standards and compliance requirements, ensuring that our therapy sessions remain private, secure, and professionally managed.

When information may be shared

Everything you share is kept confidential unless one of the following applies:

- With your consent, relevant information may be shared with your GP or other health professionals
- If there is a serious risk to your safety or the safety of others
- If required by law (e.g., court order, money laundering, terrorism)
- In clinical supervision, which is a requirement for professional practice (your identity is anonymised)
- Occasionally, and only with your explicit consent, I may make an audio recording of a therapy session for the purpose of clinical supervision and professional development. You are free to decline without this affecting your therapy in any way. Recordings are stored securely, shared only with my clinical supervisor, and deleted once they are no longer required



How long I keep your data

In line with professional guidance and insurance requirements, I keep your data for 7 years after our final session. After that, it is securely deleted or destroyed.

Your rights

You have rights under data protection law. You can:

- See the data I hold about you
- Ask for any inaccuracies to be corrected
- Request deletion of your data (in some situations)
- Ask me to limit or stop how your data is used
- Request a copy of your data in a portable format (where applicable)

If you'd like to exercise any of these rights, just let me know by email.

If there's ever a problem

If there's ever a data breach that could impact your privacy, I'll let you know promptly and report it to the ICO within 72 hours, as required.

If you have any concerns about how your data is handled, please feel free to raise them with me. I will acknowledge your concern, investigate it carefully and aim to respond as promptly as possible. If you're not satisfied with my response, you can contact the ICO directly:

Website: www.ico.org.uk

Phone: 0303 123 1113

Updates

This statement may be updated occasionally to reflect changes in the law or my practice. I'll let you know if anything important changes.

Acknowledgement

By working with me, you acknowledge that you have been provided with this Privacy Statement and understand how your personal information is handled.