



Tilia Therapy - Privacy Statement

Your privacy is very important to us, 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 us. We 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 we will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why we can process your information and what purpose we are processing it for
- Whether you must provide it to us
- How long we store it for
- Whether there are other recipients of your personal information
- Whether we intend to transfer it to another country
- Whether we do automated decision-making or profiling, and
- Your data protection rights.

We are happy to chat through any questions you might have about our data protection policy, and you can contact us via email: hello@tiliatherapy.co.uk.

‘Data controller’ is the term used to describe the person/ organisation that collects and stores and has responsibility for people’s personal data. In this instance, the data controller is Tilia Therapy.

Every therapist with clients at Tilia Therapy is registered with the Information Commissioner’s Office.

The GDPR states that we must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which we are processing your data. These are explained below:

If you have had therapy with us and it has now ended, we will use legitimate interest as a lawful basis for holding and using your personal information.

If you are currently having therapy or if you are in contact with us to consider therapy, we will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that we look after any sensitive personal information that you may disclose appropriately. This type of information is called ‘special category personal information’. The lawful basis for us processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between you and the therapist).

How we use your information

Initial contact

When you contact us with an enquiry about our counselling services, we will collect information to help satisfy your enquiry. (You might wish to inform your emergency



contact that you have provided their details to us). If you decide not to proceed with counselling, we will ensure all your personal data is deleted within two weeks. If you would like this information deleted sooner, please inform us.

While you are accessing counselling.

Rest assured that everything you discuss with us is confidential. The only reason that any information would need to be passed on would be if you were considered to be at risk to yourself or to others, or you disclose information regarding acts of terrorism or fraud. Your therapist will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

We will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely in password-protected files on a password-protected computer, and are not shared with any third party.

We will keep written notes of each session, these are stored securely outside of sessions; your therapist will inform you of their secure storage facility.

After counselling has ended.

Once counselling has ended your records will be kept for 5 years from the end of your counselling and are then securely destroyed. If you want your information deleted sooner than this, please tell your therapist. If there is a legal reason to keep your notes longer than this, your therapist will agree an appropriate timeframe to keep your notes for.

Third party recipients of personal data

We engage a trusted third-party supplier to provide administrative and operational support services, such as invoicing, secure data management, and customer communications. Any third-party provider engaged by us is carefully selected and required to handle personal information securely, confidentially, and in compliance with applicable data protection laws. We only share information necessary for the provision of these services and take reasonable steps to ensure your information always remains protected. All financial transactions are processed through a secure third party, and we do not store bank or card details.

Your rights

We try to be as open as we can be in terms of giving people access to their personal information. You have a right to ask us to delete your personal information, to limit how we use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that we hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at www.ico.org.uk/your-data-matters.

If we do hold information about you, we will:

- give you a description of it and where it came from;



- tell you why we are holding it, tell you how long we will store your data and how we made this decision;
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form.

You can also ask at any time to correct any mistakes there may be in the personal information we hold about you.

To make a request for any personal information we may hold about you, please put the request in writing addressing it to your therapist, via email.

If you have any complaint about how we handle your personal data, please do not hesitate to get in touch with us by email: hello@tiliatherapy.co.uk. We would welcome any suggestions for improving my data protection procedures.

If you want to make a formal complaint about the way we 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 www.ico.org.uk/make-a-complaint. We will acknowledge any complaints within 30 days, and provide a full response without undue delay.

Data security

We take the security of the data we hold about you very seriously and as such we make every effort to make sure it is kept secure, including using password protection on files and computer devices, encryption software and locked filing cabinets.

Visitors to our website

When someone visits our website, we use a third party service, Wix, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Wix to make, any attempt to find out the identities of those visiting our website.

We use legitimate interests as a lawful basis for holding and using your personal information in this way when you visit our website.

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