Evenflow Therapy



Ailsa Smith Thompson
Founder
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Integrative Therapy - Supervision - Consultancy - Training

Privacy Notice

EVENFLOW THERAPY | CLIENT INFORMATION

Who is responsible?

Ailsa Smith Thompson, Evenflow Therapy, is the data controller for the practice's own therapy records. Contact: evenflowtherapy@protonmail.com; 07971380087; www.evenflowtherapy.co.uk.

What information and why?

I collect contact and identity information, appointments and bank-transfer payment records, referral information where relevant, assessment and health information, risk and safeguarding decisions, clinical notes and correspondence. I use these to assess and provide therapy, arrange sessions, receive payment, protect safety, maintain professional records and meet applicable duties.

Legal bases

For information needed to arrange and provide agreed therapy and manage payment, I use UK GDPR Article 6(1)(b) (contract). For specific legal duties, Article 6(1)(c) (legal obligation) applies where relevant. Article 6(1)(f) (legitimate interests) may apply to proportionate practice administration, record protection or the defence of legal claims, where appropriate. Therapy and health information is special-category data, processed under Article 9(2)(h), together with applicable Data Protection Act 2018 provisions for health or social care and professional confidentiality. Any exceptional use or disclosure is considered individually.

Who may receive information?

Information is not routinely shared with GPs, employers, insurers, referrers or other professionals without discussing it with you and obtaining your agreement. Exceptions may apply where safeguarding, serious risk, law or another lawful justification requires disclosure. Professional supervision uses anonymised or minimised details where practicable. Necessary data may be processed by technology providers supporting email, secure backup and online sessions, subject to appropriate safeguards.

Technology and AI

Therapy records are kept in Word or PDF format on an encrypted laptop and backed up to Microsoft OneDrive. I use Proton Mail for correspondence and Zoom or Microsoft Teams for online sessions, as agreed. Payments are received by bank transfer. ChatGPT is used only for general resources, policies, training materials and non-identifying administration; identifiable client information, clinical notes and recordings are not entered into it.

Security and international processing

The practice uses an encrypted laptop and access controls for records, with OneDrive backup. Proton Mail, Microsoft OneDrive, Zoom and Microsoft Teams may process information to support correspondence, secure storage or online appointments. Appropriate contractual and security safeguards are used, including safeguards for international transfers where applicable. You may request further information about these arrangements. Evenflow Therapy | Privacy Notice | October 2026 2

How long is information kept?

Adult clinical records are normally retained for seven years after therapy ends. Records relating to children and young people are ordinarily retained until age 25. Longer retention may be necessary for safeguarding, complaints, legal proceedings or other applicable duties. Enquiry, payment and other administrative records are kept only as long as reasonably necessary for their purpose and relevant obligations. Records are securely destroyed when no longer required.

Your rights

Depending on the legal basis and applicable exemptions, you may ask for access, correction, erasure, restriction, objection or transfer of your personal information. You may complain to the Information Commissioner's Office (ICO): ico.org.uk. Contact Ailsa first if you would like to exercise a right, but you may contact the ICO directly. Requests are generally answered within one month, subject to lawful extensions or exemptions.

How information is obtained and choices

Information usually comes from you, or from a parent, carer, referrer or relevant professional where appropriate. Some information is needed to assess and deliver safe therapy; if essential information is unavailable, Ailsa will explain any effect on providing the service. Optional information-sharing is agreed separately. There is no routine solely automated clinical decision-making.

Changes and fuller information

You can request this notice in another format and ask for more detail about the providers used, how your information is processed or relevant policies. Material changes will be explained and an updated notice made available. Contact Ailsa Smith Thompson · The Old Fire Station, 234–236 High Street, Gosforth, Newcastle upon Tyne NE3 1HH 07971380087 · evenflowtherapy@protonmail.com · www.evenflowtherapy.co.uk