

# Privacy Policy

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## Data Processing Notice



Nichola Jean Psychotherapy  
Counselling • Coaching • Hypnotherapy

Please read this agreement carefully before booking. By scheduling a session, you agree to these terms of privacy and data processing.

### Data Protection & Compliance Framework

#### Data Controller:

I operate as a registered Data Controller with the Information Commissioner's Office (ICO) registration: ZB377976.

#### Legal Standards:

All personal and sensitive special category data is handled in strict accordance with the UK GDPR, Data Protection Act 2018, and the Data Use and Access Act 2025.

#### Professional Indemnity Insurance:

I maintain full, current professional indemnity insurance to cover my clinical practice. Details of my policy provider and coverage limits can be provided upon reasonable formal request.

#### Supervision & Professional Standards:

To ensure professional standards, I engage in clinical supervision. Your personal details and identity remain completely anonymous during these consultations.

### Use of Artificial Intelligence (AI) & Research

#### AI Integration in Sessions:

To enhance clinical accuracy, I may introduce secure, GDPR-compliant Artificial Intelligence tools (such as automated transcribers or note-taking applications) into the therapeutic space. These tools are strictly used to assist with drafting professional session notes and administrative reflections.

#### Prior Consent for AI:

No AI tools will ever be deployed during our sessions without your explicit, prior knowledge and informed consent. You retain the right to opt out of AI tool usage at any point.

#### Use of Data for Research:

I am committed to continuous professional development and may occasionally use clinical themes, patterns, or insights from my practice to inform professional research.

#### Guaranteed Anonymisation:

If any elements of our therapeutic work inform clinical research or case studies, your information will be fully anonymised. Absolutely no identifiable data - such as your name, specific background details, locations, or direct quotes - will ever be used. Your identity remains entirely untraceable.

#### Data Security Guarantee:

No identifiable client data or raw audio files will ever be inputted into public, unencrypted, or non-secure AI platforms.

### Data Storage & Retention

#### Storage Methods:

Client data, contact details, and session notes are kept on secure, password-protected devices or GDPR-compliant practice management software.

#### Retention Period:

In line with professional insurance requirements, your records are kept securely for 7 years after your last appointment, after which they are securely destroyed.

#### Therapeutic Executor:

In the event of my sudden illness or death, a designated, accredited Therapeutic Executor will be given confidential access to your contact details to notify you. They will not have access to your clinical session notes.

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### Safeguarding & Limits to Privacy

#### Confidentiality Limits:

Confidentiality is strictly maintained unless there is a legal obligation to disclose information or a significant risk of serious harm to yourself or others (safeguarding). Wherever possible, any breakdown of confidentiality will be discussed with you first.

### Your Statutory Rights

#### Subject Access Requests (SARs):

In line with DUAA provisions, you have the right to request access to the personal data and session notes held about you. Such requests will be fulfilled within 30 days using reasonable and proportionate search parameters.

#### Data Protection Complaints:

If you have concerns regarding how your personal data is collected, stored, or processed, you have the statutory right to raise a formal data complaint directly with me.

#### Resolution Process:

To submit a complaint, please write to me directly via email. I will formally acknowledge your complaint within 30 days and provide an investigated outcome or resolution within three months.

#### Escalation:

If you remain unsatisfied with the outcome, you retain the right to escalate your complaint directly to the ICO Complaints Portal.

### My Contact information:

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📋 National Counselling & Psychotherapy Society (NCPS) Accredited: NCS22-03150  
📋 General Hypnotherapy Register (GHR) registration: 9431  
📋 Information Commissioner's Office (ICO) registration: ZB377976

