

# GDPR Statement

Last updated: 26 June 2026

## Our Commitment to Your Privacy

At Di Barry Counselling, I believe that protecting your personal information is an essential part of the therapeutic relationship. Trust and confidentiality are at the heart of the work we do together, and I take my responsibility to safeguard your data as seriously as I take the care I provide in our sessions.

This statement explains, in plain terms, what information I collect, why I collect it, how I keep it safe, and what rights you have.

## What Information I Collect

When you work with me, I may collect and hold:

- Your name and contact details (address, phone number, email)
- Emergency contact information
- Details about what brings you to therapy (your presenting issues)
- Notes from our sessions together
- Relevant medical or mental health history that you share with me
- Payment and billing information

## Why I Collect Your Information

I need a lawful basis under UK GDPR to collect and use your personal data. For the information I hold about you:

For general personal data: I rely on Article 6(1)(b) UK GDPR — processing is necessary for the performance of the therapeutic contract between us. In simpler terms, I need this information to provide the therapy service you have asked for.

For health-related information: Because therapy often involves discussing sensitive matters about your health and wellbeing, I rely on Article 9(2)(h) UK GDPR — processing is necessary for the provision of health or social care treatment by a health professional. The additional condition required by UK law is found in the Data Protection Act 2018, Schedule 1, Part 1, paragraph 2 (health or social care purposes).

## Professional Obligations and Supervision

As a NCPS member, I am required to discuss my clinical work in regular supervision. This is an important part of maintaining high standards of care.

Your identity is protected in supervision: I do not share any details that could identify you with my supervisor. My clinical supervisor only receives your first name in case material and is bound by their own professional confidentiality obligations.

## Clinical Will Arrangements

I am currently putting clinical will arrangements in place. A clinical will ensures that, in the unlikely event that I become unable to continue practicing (due to serious illness, incapacity, or death), there is a trusted colleague who can securely manage client records and contact you appropriately. I will inform you once these arrangements are complete.

## Who Else May See Your Information

Beyond myself, the following people or services may have limited access to your information:

Clinical supervisor — receives anonymised case material only; your identity is never disclosed

External IT support — may have incidental access during system maintenance; they do not routinely access your records

External accountant or bookkeeper — receives invoice data only for accounting purposes

I also use the following third-party services to run my practice:

WebWise — for website error monitoring (collects technical data only)

Google Meet — for online therapy sessions

WhatsApp — for communication where agreed with you

These providers process limited data on my behalf to deliver their services. Each has their own privacy policy explaining how they handle data.

Additionally, I may be required to share information with statutory authorities where legally required (see below).

## When I Might Need to Break Confidentiality

Confidentiality is fundamental to our work, but there are rare circumstances where I may need to share information without your consent:

If there is a serious risk of harm to you or someone else

If there are safeguarding concerns about a child or vulnerable adult

If I receive a court order requiring disclosure

Wherever possible, I will always try to discuss this with you first.

## How Long I Keep Your Records

I keep your records for 7 years after our last session. This retention period is in line with the Limitation Act 1980 and standard professional indemnity insurance requirements.

After this period, paper records are securely destroyed and electronic records are permanently deleted.

## Your Rights

Under UK GDPR and the Data (Use and Access) Act 2025, you have the right to:

See your records — you can ask for a copy of the information I hold about you

Correct errors — if any information is inaccurate, you can ask me to put it right

Request deletion — you can ask me to delete your data, although this right is not absolute; I may need to retain your records until the end of the retention period where required by professional guidelines, insurance requirements, or law

Restrict processing — in certain circumstances, you can ask me to limit how I use your data

Data portability — you can request your data in a portable format

Object to processing — in certain circumstances, you can object to how your data is used

If you would like to exercise any of these rights, please get in touch with me.

## Making a Complaint

If you have any concerns about how I handle your personal information, I would encourage you to speak with me directly first. You can contact me at:

dibarrycounselling@gmail.com

Under the Data (Use and Access) Act 2025, you also have the right to complain directly to the Information Commissioner's Office (ICO):

Website: [ico.org.uk](https://ico.org.uk)

Telephone: 0303 123 1113

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Di Barry Counselling ICO Registration: ZB343923

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