ROSEWOOD THERAPY AND WELLBEING

PRIVACY NOTICE

Natasha Rose | Cambridgeshire

INTRODUCTION

Rosewood Therapy and Wellbeing takes the privacy and confidentiality of clients extremely seriously. This notice explains how I, Natasha Rose, collect, use, store and protect personal information in connection with my therapeutic work.

I provide creative therapy, Interpersonal Psychotherapy for Adolescents (IPT-A) and talking therapy to children, young people and adults.

I handle personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and applicable professional and ethical requirements.

WHAT INFORMATION DO I HOLD?

Depending on the nature of the therapeutic work, I may hold:

- **Personal details:** names, dates of birth, addresses and other relevant identifying information.
- **Contact details:** telephone numbers and email addresses for clients, parents, carers and other relevant contacts.
- **Therapeutic information:** relevant background information, assessments, session notes, progress records and correspondence relating to therapy.
- **Safeguarding information:** information relating to concerns about a client's safety or welfare, where necessary.
- **Referral and administrative information:** information received from parents, carers, schools or other professionals, together with appointment and payment records where applicable.

I aim to collect only information that is relevant and necessary for providing my services and meeting my professional responsibilities.

WHY DO I HOLD THIS INFORMATION?

I use personal information for the purposes of:

- Responding to enquiries and arranging appointments.

- Assessing whether my service is appropriate for a client's needs.
- Providing and reviewing therapeutic support.
- Communicating with clients, parents or carers, and referring professionals where appropriate.
- Maintaining clinical, safeguarding and administrative records.
- Managing appointments and payments.
- Meeting relevant legal, professional and insurance requirements.
- Responding to safeguarding concerns and protecting clients or others from harm.

I identify an appropriate lawful basis for processing personal information under the UK GDPR. Where information relates to health or other special category data, I also identify an applicable additional legal condition.

CONFIDENTIALITY AND INFORMATION SHARING

Confidentiality is an important part of my therapeutic work. I will treat personal and therapeutic information with care and will not routinely share identifiable client information without an appropriate lawful basis.

There may be circumstances where information needs to be shared, including where:

- There is a safeguarding concern involving a child or adult.
- There is a serious risk of harm to the client or another person.
- Disclosure is required or authorised by law.
- Information needs to be shared appropriately for professional supervision or consultation.
- A client has given appropriate permission for information to be shared with an agreed recipient.

Where possible and appropriate, I will explain why information needs to be shared. I will share only information that is relevant and necessary for the purpose concerned.

Where a school or another professional refers a client, I will handle referral information appropriately and clarify information-sharing arrangements where necessary.

HOW DO I STORE AND PROTECT INFORMATION?

Client records are stored digitally. I take appropriate steps to protect information against unauthorised access, loss, alteration or disclosure.

These measures include using appropriate access controls, protecting devices and accounts, maintaining suitable security measures and restricting access to confidential records.

I use email and telephone for appropriate communication about enquiries, appointments and therapeutic arrangements. I take reasonable precautions when communicating sensitive information electronically.

Therapeutic notes and contact details are treated as confidential and access is restricted to what is necessary for my professional responsibilities.

HOW LONG DO I KEEP INFORMATION?

I retain personal information only for as long as necessary, taking account of applicable legal requirements, professional guidance, safeguarding responsibilities and insurance requirements.

Different types of records may need different retention periods. When information is no longer required, it will be securely deleted or destroyed unless there is a lawful reason to retain it.

CHILDREN AND YOUNG PEOPLE

When working with children and young people, I respect their privacy, rights and developing autonomy.

I consider the child's age, maturity, understanding, wishes and welfare, alongside appropriate parental consent and parental responsibility.

I explain confidentiality and its limits in a way that is appropriate to the child's age and understanding. Information may need to be shared with parents, carers or safeguarding professionals where there is an appropriate lawful basis and it is necessary and appropriate to do so.

A parent or carer does not automatically have an unrestricted right to access every detail of a child's therapeutic records. Requests for access will be considered in accordance with applicable law, the child's rights and welfare, and relevant professional guidance.

YOUR DATA PROTECTION RIGHTS

Subject to applicable legal conditions, you may have the right to:

- Request access to personal information I hold about you.
- Request correction of inaccurate information.
- Request erasure of information where the legal requirements are met.
- Request restriction of processing in certain circumstances.
- Object to certain types of processing.
- Request transfer of information where the right to data portability applies.
- Withdraw consent where processing is based on consent.

These rights are not absolute in every situation. For example, some information may need to be retained for legal, safeguarding or professional reasons.

To exercise your rights or ask a question about how your information is handled, please contact me using the details below.

CONTACT DETAILS

Data controller: Natasha Rose, trading as Rosewood Therapy and Wellbeing

Email: rosewoodtherapyuk@gmail.com

Business or correspondence address:

If you are unhappy with how your personal information has been handled, you can raise the matter with me directly or contact the Information Commissioner's Office (ICO).

Website: https://ico.org.uk/

Telephone: 0303 123 1113

This notice will be reviewed periodically and updated when necessary to reflect changes in my practice or applicable data protection requirements.

Last updated: October 2026