

Practitioner's name: Linda Kralovics

Name of private practice: Linda K Therapy

Contact details: 07881432510 lindak.therapy@gmail.com

Website address: www.lindaktherapy.com

Privacy Notice

Introduction

Your privacy is very important to me, 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 me. I adhere to current data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 (PECR), and applicable amendments under the Data (Use and Access) Act 2025.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

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

I am happy to chat through any questions you might have about my data protection policy and you can contact me via **phone 07881432510 or email to lindak.therapy@gmail.com.**

'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 me.

I am registered with the Information Commissioner's Office ZB813140 Linda K Therapy.

My phone number is: 07881432510

My email address is: lindak.therapy@gmail.com

My lawful basis for holding and using your personal information

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

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

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

As a therapist, I process special category personal data relating to your health and wellbeing. The lawful basis for processing this information is:

Article 6(1)(b) UK GDPR – performance of a contract.

Article 9(2)(h) UK GDPR – provision of health or social care or treatment.

This information is only used for the purpose of providing therapy services and meeting professional and legal obligations.

How I use your information

Initial contact.

When you contact me with an enquiry about my counselling /therapy services, I will collect information to help me satisfy your enquiry. This will include your name, address, phone number or email address. Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf.

If you decide not to proceed, I will ensure all your personal data is deleted within the next 48 hours. If you would like me to delete this information sooner, just let me know.

While you are accessing therapy.

Rest assured that everything you discuss with me is confidential.

That confidentiality will only be broken if I consider your welfare or the welfare of others to be seriously at risk. I also need to break confidentiality where statutory law requires me to inform the relevant authorities, such as terrorist activities, drug trafficking or abuse of a child or vulnerable adult.

Wherever possible, I will consult with you before breaching confidentiality.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely in a lockable file and are not shared with any third party.

Clinical notes are kept in accordance with professional and insurance requirements and are retained for seven years following the end of therapy unless a longer retention period is required by law. After this period records are securely destroyed.

I will keep written notes of each session; these are kept in a lockable filing cabinet.

For security reasons I retain text messages for more as long as is necessary along with the Data Protection Act, professional ethics, and applicable laws. If there is relevant information contained in a text message I will keep them with my notes in a lockable filing cabinet. Likewise, any email correspondence will be deleted 7 years after the end of our contact if it is not important. If necessary, I will keep them in printed format with your records in a lockable filing cabinet.

After counselling / therapy has ended.

Once counselling has ended your records will be kept for 7 years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please tell me.

Third party recipients of personal data

Where I have contracted with a supplier to carry out specific, I sometimes share personal data with third parties, for example, tasks. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with

them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

Your rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I 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 I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you I will:

- give you a description of it and where it came from;
- tell you why I am holding it, tell you how long I will store your data and how I 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 me at any time to correct any mistakes there may be in the personal information I hold about you.

You may make a Subject Access Request (SAR) at any time. I will normally respond within one calendar month of receiving your request and may ask for proof of identity before releasing information.

To make a request for any personal information I may hold about you, please put the request in writing addressing it to

lindak.therapy@gmail.com.

Data Protection Complaints Procedure

If you have concerns about how I collect, store or use your personal information, please contact me in writing at **lindak.therapy@gmail.com**.

I will:

Acknowledge receipt of your complaint within 30 days.

Investigate your concerns fairly and impartially.

Provide a written response outlining my findings and any actions taken.

Keep a record of complaints received and how they were resolved.

If you remain dissatisfied after my response, you have the right to complain to the Information Commissioner's Office (ICO): **0303 123 1113** <https://ico.org.uk/concerns>

If you have any complaint about how I handle your personal data, please do not hesitate to get in touch with me by writing or emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures.

If you want to make a formal complaint about the way I 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 ico.org.uk/make-a-complaint.

Data security

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure. I use encrypted devices and locked filing cabinet.

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Visitors to my website

When someone visits my website, I use a third party service, Wix to collect standard internet log information and details of visitor behaviour patterns. I 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 my website.

I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website. Wix so that I can continually improve my service to you. You can Wix' privacy notice here www.wix.com/about/privacy.

I use Wix CMS as the content management system for our website - find out about CMS and data protection here support.wix.com/en/article/cms-content-management-system-an-overview.

Some website services provided by Wix may involve processing data outside the UK. Where this occurs, appropriate safeguards are in place to protect personal information in accordance with UK GDPR requirements.

Like most websites we use cookies to help the site work more efficiently - find out about our use of cookies support.wix.com/en/article/cookies-and-your-wix-site.

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

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