

I, Karina Lee am a qualified psychotherapist registered with the UK Council for Psychotherapy (UKCP) and am the Data Controller responsible for your personal information. My contact email address is info@karinaleetherapy.com

I am registered with the Information Commissioner's Office (ICO) (registration number ZB615237). I process personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Introduction

I am committed to protecting your privacy. Below details how I collect, use, store and protect your personal information. I appreciate that you may have questions around your personal information or my use of your information, if you do please contact me at info@karinaleetherapy.com

When you contact me with an enquiry about therapy I will collect information to help respond to your enquiry. This will include name, contact details, nature of enquiry. If we do not undertake therapeutic work I will delete your enquiry information within 12 months.

The personal data I collect:

- **Initial enquiry** - Initial enquiries can be made via a contact form on my website, email, phone or text message. This may involve you providing me with your name, contact details, availability and presenting issues.
- **Health and therapy-related information** - including your presenting issues and relevant medical history.
- **Session notes** - handwritten anonymised notes from therapy sessions.
- **Payment and attendance information** - anonymised records of therapy sessions attended and paid for.
- **Correspondence** - Emails and other correspondence between us.

What do I use your information for?

I use information held about you in the following ways:

- To respond to queries for information or therapy services (in-person and online).
- To provide the professional psychotherapeutic services requested from me.
- To arrange and amend sessions including discussion of payments.
- To fulfil my administrative, legal and contractual obligations in line with my professional bodies.

What information do I share?

I will not share any information about you with other organisations or people, except in the following situations:

- **Consent** - I may share your information with health care professionals or others to whom you have provided me with consent.

- **Serious harm** - I may share your information with the relevant authorities if I have reason to believe that this may prevent serious harm being caused to you or to another person.
- **Compliance with law** - I may share your information where I am required to by law or by the regulations and other rules to which I am subject.
- **Clinical Executor** - I have appointed a Clinical Executor who will act on my behalf if I become unable to practise due to serious illness, incapacity, or death as part of my Clinical Will. If this happens my Clinical Executor will contact you to let you know what has happened. They will handle your records with the same confidentiality I would, retain your records securely until the end of the applicable retention period and securely destroy records after that period has ended.
- **Clinical Supervisor** - as a professional requirement and to maintain good practice, I attend regular clinical supervision. In supervision I discuss our therapeutic work with my supervisor. When I do so your name and identifying details are not shared, anonymised case material is discussed and my supervisor is bound by the same confidentiality obligations in accordance with a professional code of conduct and ethics.

How long I keep your data for

I retain your data for the following periods:

- Therapy records (adult clients) - 7 years after last session
- Financial records - 6 years
- Website enquiries - 12 months

All records are securely destroyed after the retention period has passed.

Why I process your data (lawful basis)

I process your personal data on the following legal grounds:

Article 6 basis (ordinary personal data): Article 6(1)(b) UK GDPR - processing is necessary for the performance of the therapeutic contract between us. When you engage me as your therapist, I need to process your personal data to provide the service you have requested.

Article 9 basis (special category data): 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 under the Data Protection Act 2018 is Schedule 1, Part 1, paragraph 2 (health or social care). Processing is carried out by a registered psychotherapist subject to the professional obligation of confidentiality under the UKCP Code of Ethics and Professional Practice.

Your Rights under GDPR (General Data Protection Regulation)

- **Right to be informed** - You have the right to be informed about the collection and use of your personal data.
- **Right of access** - You have the right to ask me share a copy of your personal data (subject access request).

- **Right of rectification** - You have the right to ask for personal data to be corrected.
- **Right to erasure** - You have the right to ask me delete your personal data. This right is not absolute as I am required to retain your data until the end of the designated retention period in accordance with professional guidance from UKCP (UK Council for Psychotherapy) and professional indemnity insurance requirements.
- **Right to restrict processing** - You have the right to request that I limit how your data is used.
- **Right to data portability** - You have the right to ask for your personal data shared with me to reuse for your own purposes.
- **Right to object** - You have the right to object to the processing of your personal data in certain circumstances.

Further information on your rights can be found [here](#). Please note, I do not use automated decision making in my practice.

How your data is stored and kept safe

- All information you provide to me is stored as securely as possible.
- All paper forms and correspondence are kept in a locked filing cabinet on my premises.
- All electronic records are stored on my own electronic devices, all access to which requires password protection and multi-factor authentication.
- Information shared via email is kept within the email system. Access is only gained through password-protected devices.
- My website does not use Google Analytics, advertising trackers or any third-party analytic services.

How to make a complaint

You have the right to make a complaint directly to me. To make a complaint or if you have any concerns about my use of your personal data please contact me via this email:

info@karinaleetherapy.com. I will acknowledge your complaint promptly and respond fully within one month.

If you are unhappy with how I have responded to your complaint, you can also make a complaint to the Information Commissioners Office (ICO).

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

Helpline: 0303 123 1113

Changes to policy

I may amend this policy in line with GDPR and practice requirements. If I make any significant amendments I will notify you.

Last updated July 2026