



Data Protection & Privacy Disclaimer

(Louise Ward Integrative Therapy — Adult Therapy Services)

I take the protection of your personal data very seriously. This notice explains how I collect, use, and store your information in line with UK GDPR and professional practice standards.

What Information I Hold

- Contact details: your name, email address, and telephone number (held securely in my phone and/or email).
- Correspondence: emails or WhatsApp messages exchanged between us.
- Client records: signed contracts, health forms, and session notes.

How Information is Stored

- Digital records: All documents are stored securely on Google Workspace (Google Drive and Gmail), which provides GDPR-compliant security.
- Phone contacts: limited to your name and phone number for communication purposes.
- Hard copies: If you complete forms on paper, I scan them and store the digital version on Google Drive. I do not retain paper copies at my practice.

How Information is Used

- To provide you with therapy services and communicate about your appointments.
- To maintain appropriate records as required for professional and legal purposes.

Confidentiality

- All records are confidential.
- Information will only be shared if required by law, or where there is a serious risk of harm to yourself or others.

How Long Information is Kept

- Client records (including health forms and contracts) are retained for up to 7 years after therapy ends, in line with professional guidelines.
- After this period, they will be securely deleted.

Your Rights

Under UK GDPR you have the right to:

- Access the data I hold about you.
- Request corrections if information is inaccurate.
- Request deletion of data (except where records must be retained for legal/professional reasons).

Communication

- By working with me, you consent to communication via email and WhatsApp for appointment and therapy-related matters. Please note that while I take care to use secure systems, no electronic communication can be guaranteed 100% secure.

If you have any questions about how your data is stored or used, please let me know. Your privacy and confidentiality are central to my practice.