

PATCH Therapy
Data Protection, Privacy & Record Keeping Policy
Reviewed Aug 2026



My practice is guided by the British Association for Counselling and Psychotherapy which states:

"Keep accurate records that are adequate, relevant and limited to what is necessary for the type of service being provided and comply with the applicable data protection requirements".

I take your privacy seriously and will take all reasonable steps to ensure the protection of your data. Please note that your right to be forgotten cannot override the legal requirements to keep medical notes for the mandatory periods. You can request a copy of any data held about you by submitting an Access Request.

Data Collection

- What do I collect?
 - I collect relevant information that allows me to gain a clear picture of your child and the difficulties they present with. This includes contact information such as name & address, personal information such as gender, race & date of birth, services information such as school & doctor and then information pertinent to their mental health such as family background, medical history and presenting difficulties.
 - I also collect contact information so that we can communicate with each other, and I can send you appointment reminders and invoices.
- How do I collect and store it?
 - I use software called "WriteUpp" to collect and store all my client information including referral forms, consent forms and sessions notes. One of the main reasons I chose to use WriteUpp is because it removes paper notes which could be seen or misplaced and complies with GDPR regulations.
- How long will I keep it?
 - My insurance company requires that I store client data for 5 years. After that time all client data will be destroyed.
- Who else can see this information?
 - No one else can access the information apart from my clinical supervisor.
 - My clinical supervisor will be given my sign in details to be used in an emergency. In an emergency, for example, I'm involved in an accident or illness that renders me unconscious, my clinical supervisor will be contacted by my husband. She will then be able to sign into my WriteUpp software so that she can contact the parents of my clients to keep them up to date and cancel sessions as necessary.

Data Sharing

- I never share personal client information such as names, addresses etc. unless you have asked me to pass on your details to another professional.
- All people have a legal right to privacy, including children.
- Session content and session notes are confidential.
- How might data be shared?
 - Information will only be shared when it is in the client's best interests and the law compels me to do so.
 - Safeguarding requires me to break confidentiality when a client:
 - presents a significant risk of harm to themselves, to others or from others.
 - reports a serious crime has been committed or is involved in acts of terrorism or money laundering.

- When confidentiality must be breached, I will seek consent from the client unless doing so would put them at further risk of harm.
- I will consult with my clinical supervisor and only report the necessary information to the relevant professionals, keeping a record of what I share and who I have shared it with.
- Parents will be informed if their child is at risk of significant harm when doing so does not put the child at further risk of harm.
- Parents will be given general information depending on the age of their child and the presenting problem. For example, parents of children 3-11 years will be told their child's phase and stage of therapy and play themes.
- Parents of teenagers who can consent to their own therapy will not be told anything unless the young person asks me to share things on their behalf.
- Parents do not have the right to access their child's session notes as this is deemed to put the young person at significant risk of emotional distress.

Data Production

- I produce data about clients which is under the same GDPR regulations and is kept securely within the client's file on WriteUpp.
 - I make session notes which are stored in the client's profile. These are strictly confidential.
 - I may fill out assessment forms and outcome forms to keep track of goals and progress. Again, these are stored securely in a client's file on WriteUpp.
 - I may be asked to produce documents for court. I will consult with my supervisor and the BACP and provide only the necessary information.
 - I may be asked to liaise with other professionals such as school and medical staff. This will only be done after permission has been granted from the parents and young person, unless a safeguarding risk has been identified and consent is not given, or to seek it would put the young person at risk or additional harm.