



GDPR and Data Protection

Version 1

Last updated: 22/09/26

Your privacy is very important, which is why LS Therapies are committed in ensuring that your personal information will be kept safe and secure and will only be used for the purpose it which it was given. This policy outlines how your personal information is collected, used, stored, and protected during the course of our professional work together.

LS Therapies adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

What information may be collected

Contact details such as: full name, email, phone, address, emergency contact, and IP address and other information such as: correspondence between sessions via email or message, payments, session notes and medical history may be collected during initial enquiries, at the start of our working agreement, for the duration of our work together and for a period after work has ended.

How the data is used

Your data is used solely for the purpose of delivering professional services and ensuring continuity and quality of care.

This includes: the scheduling and conducting of sessions, monitoring progress through supervision, record-keeping, responding to safeguarding concerns and emergencies, and complying with legal obligations.

How your data is secured and protected

Session notes and client records are stored securely (either encrypted digitally or in locked physical storage). Data is retained for a period of 7 years and after this period data is securely deleted or destroyed.

Limits to confidentiality

All information shared during sessions is treated as confidential, except in the following situations:

- If there is a risk of serious harm to yourself or others.
- Concerns relating to child protection or safeguarding.
- Where disclosure is required by law (e.g., related to money laundering, drug trafficking, or terrorism).

In such circumstances, the aim will be to discuss any concerns with you before any further action is taken. However, there may be occasions when this is not possible, and appropriate action will need to be taken.

Sessions will not be video or audio recorded unless written consent has been given by both the client and the counsellor. This applies to both parties and is intended to protect everyone's privacy.

Online Sessions

Online sessions are conducted via a safe online platform which complies with industry-standard encryption and privacy measures.

To ensure your confidentiality you are encouraged to use a private, secure space for sessions.

Sessions are not recorded unless explicitly agreed upon in writing.

Your data protection rights

You have the right to ask what information is held about you and to request access to this information. Any request to access your information should be made in writing.

You also have the right to request that any inaccuracies in your personal data are corrected.

Contact

If you have any questions or concerns about this policy or your data, please contact me via email: lstherapies@outlook.com