



Privacy Notice

Who I am:

Mind Body Soul Psychology is run by **Dr Jenny Turner**, Clinical Psychologist and **Data Controller**. I am responsible for how your personal data is handled. I take your confidentiality very seriously.

What data I collect:

I collect personal and, where relevant, special category (health) data, including:

- Contact and demographic details
- GP and next-of-kin details
- Appointment information and clinical notes
- Billing and payment information
- Enquiry and administrative records

How I use your data:

Your data is used to:

- Provide psychological services
- Manage appointments, records, and payments
- Meet legal, regulatory, and professional obligations
- Communicate with you appropriately

I do not use automated decision-making or profiling.

Legal basis for processing:

I process your data under UK GDPR on the basis of:

- Provision of health care (Article 9(2)(h))
- Contract
- Legal obligation
- Legitimate interests (administration and service delivery)
- Explicit consent (where required, e.g. testimonials or teaching)

Sharing your data:

Your information is kept confidential and only shared when necessary:

- With my clinical supervisor (anonymised where possible), in line with HCPC and professional requirements
- With administrative processors (PA, accountant), who only access minimal non-clinical data
- With third parties where legally or clinically required (e.g. GP, emergency services)

Clinical information is not shared unless legally or professionally required.

With your explicit consent, anonymised material may be used for **marketing** or **teaching/training** purposes. Consent can be withdrawn at any time.

Social media:

I maintain professional social media accounts. These platforms operate under their own privacy policies. I do not provide therapy via social media and encourage you not to share personal or sensitive information in these spaces.

Third-party services:

I use trusted third-party services (e.g. WriteUpp, Zoom, secure email and payment providers) to support my practice. These services act as data processors and have their own privacy policies. I take reasonable steps to ensure they are UK GDPR compliant.

How long I keep your data:

Clinical records: **7 years** after last contact

Financial records: **6-7 years**

Enquiry and basic demographic data: retained as long as professionally necessary

Your rights:

You have rights to access, rectify, restrict, object to, or request erasure of your data, subject to legal and professional requirements.

Requests should be sent to: hello@mindbodysoulpsychology.co.uk

I will respond within one month.

Security:

Your data is protected using appropriate technical and organisational measures, including encryption, password protection, and restricted access.

Want more detail?

You may request to see my more detailed Privacy Policy at any time - please email me at hello@mindbodysoulpsychology.co.uk

Contact:

Dr Jenny Turner

Clinical Psychologist & Data Controller

Email: hello@mindbodysoulpsychology.co.uk