

Privacy Policy

Design Your Mind – Melisa Adams (BACP Accredited Psychotherapist)

Effective from: 3/6/2025

Contact: info@designyourmind.co.uk

Introduction

At Design Your Mind, your privacy is treated with the utmost respect. This policy explains how I collect, use, store, and protect your personal information in accordance with the General Data Protection Regulation (UK GDPR) and the British Association for Counselling and Psychotherapy (BACP) Ethical Framework.

This applies to all services offered, including individual therapy, couples therapy, clinical supervision, and consultancy.

Data Controller

Melisa Adams is the data controller responsible for your personal data.

What Information Is Collected

The information collected may include:

- Full name, address, contact details (phone and email)
- Date of birth, emergency contact information
- GP details (optional)
- Relevant medical and mental health history
- Current medications
- Brief, anonymised session notes
- Correspondence such as emails or text messages
- Payment records (e.g. bank transfer references)

How and Why Data Is Collected

Your data is collected during the intake process, within therapy sessions, or through correspondence. This is to:

- Deliver safe, effective, and ethical therapy
- Manage appointments and payments
- Fulfil legal and professional obligations

Lawful Basis for Holding Data

Under UK GDPR, the following lawful bases apply:

- Legitimate interests: to provide a therapeutic service
- Contractual obligation: to fulfil our therapy agreement
- Legal obligation: to comply with safeguarding and tax requirements •

Vital interests: where there is serious risk to life

- Consent: when sharing information with third parties at your request

Confidentiality and Sharing of Information

Information shared in therapy is confidential and will not be disclosed without your consent, unless:

- There is risk of serious harm to yourself or others
- There is a legal obligation to do so
- A child or vulnerable adult is at risk
- You disclose intent to commit a serious offence
- I am required to protect myself in legal proceedings

As per BACP ethical guidelines, I attend regular clinical supervision where client work may be discussed anonymously.

Data Storage and Security

Your information is stored securely, either in encrypted digital files or locked physical storage.

Session notes are kept separate from personal details.

Emails and messages are deleted periodically.

Any paper forms are securely destroyed when no longer needed.

How Long Your Data Is Kept

Client data is retained for seven years after the end of therapy.

In the case of children, data is kept until seven years after their 18th birthday.

After this period, all records are securely destroyed.

Your Rights

You have the right to:

- Access the information held about you
- Request that inaccurate or incomplete data is corrected
- Request erasure of your data (subject to legal limits)
- Restrict or object to the processing of your data
- Withdraw consent, where relevant

You can request any of these rights by emailing info@designyourmind.co.uk.

Third-Party and Online Services

If you contact me via my website or online booking tools, basic data may be collected by third-party services. These services are expected to comply with GDPR, but I encourage you to review their policies.

Online sessions are conducted via Doxy.me, a secure and GDPR-compliant video platform that does not record or store session content.

Concerns or Complaints

If you have any concerns about how your data is handled, please raise them with me in the first instance. If unresolved, you can contact:

Information Commissioner's Office (ICO)

www.ico.org.uk

0303 123 1113

Policy Review

This policy is reviewed regularly and may be updated. You will be notified of any significant changes.

Contact

Melisa Adams

info@designyourmind.co.uk

BACP Accredited Psychotherapist

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