GDPR Statement

Last updated: 19 July 2026

Not So Typical — Mrs Georgina Turner

My commitment to your privacy

Protecting your personal information is an important part of the therapeutic relationship. I want you to feel confident that anything you share with me is handled with care, stored securely, and only used in ways that support your treatment. This statement explains how I look after your data in plain, straightforward terms.

What I collect

When you work with me, I collect:

- Your name and contact details (phone number, email address)
- Your date of birth
- Your postal address
- GP name and contact details
- Emergency contact details
- Health and therapy-related information, including your presenting issues and relevant medical history
- Session notes
- Payment and invoicing information

Some of this information — particularly anything relating to your health or the reasons you've come for therapy — is classed as "special category data" under UK GDPR, which means it receives extra protection.

Why I collect it

I need to collect and use your information so I can provide your therapy and manage our working relationship. The legal basis for this is:

- **Article 6(1)(b) UK GDPR** — processing is necessary for the performance of the therapeutic contract between us.

For health-related information specifically, I rely on:

- **Article 9(2)(h) UK GDPR** — processing is necessary for the provision of health or social care treatment by a health professional.
- **DPA 2018 Schedule 1, Part 1, paragraph 2** — the health or social care condition.

Professional obligations and supervision

As a qualified therapist, I attend regular clinical supervision. This is a professional requirement and helps me provide you with the best possible care. When I discuss my work with my clinical supervisor, I use anonymised case material

only — I do not share your name or any identifying details. My supervisor is bound by their own professional confidentiality obligations.

Who else may see your information

Beyond myself, the following people or services may have access to some of your information:

- **My clinical supervisor** — anonymised case material only, with no identifying details
- **An external accountant or bookkeeper** — invoice data only, so I can manage my accounts properly

I also use the following third-party services to run my practice and website. These providers process data on my behalf and have their own privacy policies:

- Google Analytics (website usage data, anonymised)
- WooCommerce (orders and payments)
- WordPress (website platform)
- Zoom (video sessions)
- Calendly (appointment scheduling)
- Microsoft OneDrive (secure file storage)
- Google Drive (secure file storage)
- WhatsApp (messaging)
- DocuSign (electronic signatures)
- MailerLite (marketing emails, if you've subscribed)
- Microsoft Outlook (email communication)
- Square (payment processing)

Some of these services are based in the USA, which does not currently have a UK adequacy decision. Where data is transferred outside the UK, I rely on Standard Contractual Clauses (SCCs) or International Data Transfer Agreements (IDTAs) as safeguards, in line with UK GDPR and the Data (Use and Access) Act 2025.

I may also be required to share information with statutory authorities (such as the police or social services) where legally required.

When I might break confidentiality

Everything you tell me is confidential, but there are rare situations where I may need to share information without your consent:

- If I believe there is a serious risk of harm to you or someone else
- If there are child or vulnerable adult safeguarding concerns
- If I receive a court order requiring disclosure

I will always try to discuss this with you first, unless doing so would increase the risk of harm.

Marketing communications

If you sign up to my mailing list or give me your consent to receive marketing emails, I will occasionally send you updates, resources, or information about my services.

- Marketing is only ever sent with your consent — this is the lawful basis I rely on
- You actively opt in (for example, by signing up or ticking a consent box)
- You can withdraw your consent at any time — every email includes an unsubscribe link, or you can simply contact me directly
- Unsubscribing will never affect the therapy or service you receive from me
- Even after unsubscribing, I may still need to contact you about matters directly relating to your treatment or appointments

How long I keep your records

I keep your records for 7 years after our last session. This is in line with the Limitation Act 1980 and standard professional indemnity insurance requirements.

If you were under 18 when we worked together, I keep your records until you reach the age of 25, or for 7 years after our last session — whichever is longer.

Your records are held on password-protected devices, with access restricted to me. At the end of the retention period, electronic records are permanently deleted.

Your rights

You have rights over your personal information. In plain terms, you can:

- **See your records** — ask me for a copy of the information I hold about you
- **Correct errors** — ask me to put things right if something is inaccurate
- **Request deletion** — ask me to delete your information, although this right is not absolute. I may need to keep your records until the end of the retention period where required by professional guidelines, insurance, or law
- **Object to processing** — in certain circumstances
- **Make a complaint** — if you're unhappy with how I've handled your data

Making a complaint

If you have any concerns about how I handle your information, please contact me directly:

Email: welcome [at] not-so-typical.co.uk
(the email above is shown with [at] in place of @ to reduce spam — please replace [at] with @ when emailing)

Compliance page: https://notsotypical.policydiary.co.uk

Under the Data (Use and Access) Act 2025, you have the right to complain to me first. If you remain dissatisfied, you can also contact the Information Commissioner's Office (ICO):

Website: ico.org.uk

Telephone: 0303 123 1113

ICO registration number: ZA874425