PHOENIX
THERAPY & LEARNING
Where creativity and reflection deepen practice.

Privacy Notice & Data Protection Policy

Phoenix Therapy & Learning

"Protecting your personal information with care, transparency and respect."

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1. Purpose of this Privacy Notice

Being open and transparent about how your information is used.

Phoenix Therapy & Learning is committed to protecting your privacy and handling your personal information with care, respect and professionalism. This Privacy Notice explains how personal information is collected, used, stored and shared when you access services provided by Phoenix Therapy & Learning or visit the website.

Personal information is processed in accordance with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and other relevant legislation.

Phoenix Therapy & Learning recognises that trust is fundamental to therapeutic and supervisory relationships. Protecting your personal information is therefore an important part of providing safe, ethical and professionally accountable services.

This Privacy Notice applies to:

- Clinical Supervision
- Adult Therapy
- Therapeutic Work with Teenagers
- SandStory Therapy
- Training and Workshops
- Website enquiries
- Newsletter subscriptions and downloadable resources
- Any other services provided by Phoenix Therapy & Learning

Key Principle

Your personal information is treated with the same care, respect and professionalism that underpins every service provided by Phoenix Therapy & Learning.

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2. Who We Are

Your data controller and how to contact us.

Phoenix Therapy & Learning is an independent professional practice providing Clinical Supervision, Adult Therapy, Therapeutic Work with Teenagers, SandStory Therapy, professional training and educational resources.

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, **Phoenix Therapy & Learning** is the **Data Controller**. This means that Phoenix Therapy & Learning is responsible for deciding how your personal information is collected, used, stored, shared and protected.

Phoenix Therapy & Learning is committed to handling all personal information lawfully, fairly and transparently. Personal information is collected only where it is necessary for the safe, effective and professional delivery of services or to meet legal, regulatory and professional responsibilities.

Data Controller

Phoenix Therapy & Learning
Karen Durkin
Website: www.phoenixtherapyandlearning.com
Email: *phoenixtherapyandlearning@gmail.com*

If you have any questions about this Privacy Notice, the personal information held about you, or how your information is processed, please contact Phoenix Therapy & Learning using the details above.

Every reasonable effort will be made to respond promptly and in accordance with the timescales required under UK data protection legislation.

Key Principle

Phoenix Therapy & Learning is committed to protecting your personal information through lawful, transparent and professionally accountable data management.

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3. What Personal Information We Collect

Collecting only the information necessary to provide safe, effective and professional services.

Phoenix Therapy & Learning collects and processes personal information only where it is necessary to provide professional services, fulfil legal and professional responsibilities, communicate effectively or improve the quality of services provided. The information collected will vary depending on the nature of the service you access.

Personal information may be collected directly from you when you:

- Make an enquiry through the website, email or telephone.
- Register for Clinical Supervision, Adult Therapy, Therapeutic Work with Teenagers or SandStory Therapy.
- Complete registration, consent or assessment forms.
- Book appointments or training sessions.
- Subscribe to newsletters or download professional resources.
- Contact Phoenix Therapy & Learning regarding services or professional enquiries.

The personal information collected may include:

Personal Details

- Full name.
- Postal address.
- Email address.
- Telephone number.
- Date of birth (where appropriate).
- Emergency contact details (where appropriate).

Professional Information

Where you access Clinical Supervision or professional training, additional information may include:

- Professional role or occupation.
- Employing organisation (where applicable).

- Professional qualifications.
- Professional registration or membership details (where applicable).

Therapy and Supervision Information

Where you access therapeutic or supervisory services, information may include:

- Information relating to your presenting concerns.
- Relevant personal, medical or professional history that you choose to share.
- Assessment information.
- Session notes and professional records.
- Correspondence relating to appointments or professional services.
- Information relevant to safeguarding, risk assessment or professional responsibilities where required.

Website Information

When you visit the Phoenix Therapy & Learning website, certain technical information may be collected automatically. This may include:

- IP address.
- Browser type.
- Device information.
- Pages visited.
- Date and time of access.
- Website usage data collected through cookies or similar technologies.

Further information regarding cookies is provided within **Section 11 – Cookies and Website Information**.

Phoenix Therapy & Learning does **not** intentionally collect more personal information than is reasonably necessary for the delivery of professional services. Individuals are encouraged not to provide unnecessary sensitive personal information unless it is relevant to the services being provided.

Where special category data (such as health information) is collected, it will only be processed where there is a lawful basis to do so and appropriate safeguards are in place in accordance with UK GDPR and the Data Protection Act 2018.

Key Principle

Phoenix Therapy & Learning collects only the personal information necessary to provide safe, ethical and professionally accountable services, ensuring that all information is handled lawfully, securely and with respect for individual privacy.

4. Why We Collect Your Information

Using your personal information responsibly to provide safe, effective and professional services.

Phoenix Therapy & Learning collects and processes personal information only where it is necessary to deliver professional services, fulfil legal and professional responsibilities, and maintain safe, ethical and effective practice.

Your personal information may be used for the following purposes:

Providing Professional Services

To:

- Respond to enquiries regarding services.
- Arrange and manage appointments.
- Deliver Clinical Supervision, Adult Therapy, Therapeutic Work with Teenagers and SandStory Therapy.
- Prepare for and maintain professional records relating to therapy or supervision.
- Provide training, workshops and professional resources where requested.

Communicating with You

To:

- Confirm appointments.
- Respond to enquiries.
- Notify you of changes to appointments or services.
- Provide information you have requested.

Maintaining Safe Practice

To:

- Maintain accurate clinical and professional records.
- Assess and manage safeguarding concerns where necessary.
- Meet professional, ethical and regulatory responsibilities.
- Ensure continuity of care and professional accountability.

Meeting Legal and Professional Obligations

To:

- Comply with UK legislation and professional standards.
- Respond to lawful requests from statutory or regulatory bodies where required.
- Maintain financial records for accounting and taxation purposes.
- Protect the rights, safety and wellbeing of clients, supervisees and others where appropriate.

Improving Services

To:

- Review and improve the quality of services provided.
- Monitor professional practice and service development.
- Evaluate training and educational resources where appropriate.

Marketing and Professional Resources

Where you have provided your consent, Phoenix Therapy & Learning may use your contact details to:

- Send newsletters.
- Share information about professional resources, workshops or training.
- Notify you of new publications, including the **Phoenix Reflection Series**, books and other educational materials.

You may withdraw your consent to receive marketing communications at any time by following the unsubscribe instructions provided or by contacting Phoenix Therapy & Learning directly.

Phoenix Therapy & Learning will never sell, rent or trade your personal information to third parties for marketing purposes.

Key Principle

Personal information is collected only for clear, lawful and professional purposes. Phoenix Therapy & Learning is committed to using personal information responsibly, transparently and only where it is necessary to provide safe, ethical and effective services.

5. Lawful Basis for Processing

Processing personal information in accordance with UK data protection legislation.

The UK General Data Protection Regulation (UK GDPR) requires organisations to identify the lawful basis for collecting and processing personal information. Phoenix Therapy & Learning processes personal information only where there is a valid legal basis for doing so.

Depending on the service being provided, personal information may be processed under one or more of the following lawful bases:

Contract

Where personal information is required to enter into, or fulfil, a contract for the provision of professional services, including Clinical Supervision, Adult Therapy, Therapeutic Work with Teenagers, SandStory Therapy, training or other agreed services.

Legitimate Interests

Where it is necessary for Phoenix Therapy & Learning to operate safely, effectively and professionally, provided that these interests do not override an individual's rights and freedoms.

Examples include:

- Maintaining professional records.
- Responding to enquiries.
- Managing appointments.
- Reviewing and improving professional services.
- Ensuring the safe administration of the practice.

Legal Obligation

Where Phoenix Therapy & Learning is required to process or disclose personal information in order to comply with legal or regulatory responsibilities.

Examples include:

- Safeguarding duties.
- Court orders.

- Legal reporting requirements.
- Financial and taxation obligations.
- Regulatory or professional body requirements.

Vital Interests

In exceptional circumstances, personal information may be processed where it is necessary to protect the life or safety of an individual or another person.

Consent

Where consent is the appropriate lawful basis, Phoenix Therapy & Learning will always request it clearly and transparently.

Consent may be used for activities such as:

- Receiving newsletters.
- Downloading professional resources.
- Receiving information about workshops, publications or other services.
- The use of photographs or testimonials where applicable.

Individuals have the right to withdraw their consent at any time. Withdrawal of consent will not affect the lawfulness of any processing carried out before consent was withdrawn.

Processing Special Category Data

Some services provided by Phoenix Therapy & Learning require the processing of **special category personal data**, including information relating to physical or mental health, wellbeing or other sensitive personal information.

This information is processed only where there is both:

- a lawful basis under UK GDPR; **and**
- an additional condition for processing special category data under Article 9 of UK GDPR.

For therapeutic and supervisory services, this will normally be because the information is necessary for the provision of health-related or counselling services, safeguarding responsibilities, or because explicit consent has been obtained where appropriate.

Phoenix Therapy & Learning processes sensitive personal information with the highest level of confidentiality, security and professional care.

Key Principle

Phoenix Therapy & Learning processes personal information only where there is a clear, lawful and proportionate reason for doing so, ensuring that every individual's privacy, rights and confidentiality are respected throughout the delivery of professional services.

6. How Your Information Is Stored

Keeping your personal information secure, confidential and protected.

Phoenix Therapy & Learning is committed to protecting the confidentiality, integrity and security of all personal information. Appropriate organisational, physical and technical measures are in place to reduce the risk of unauthorised access, loss, misuse, alteration or disclosure of personal information.

Personal information may be held in both paper and electronic formats, depending on the nature of the service provided.

Paper Records

Paper records relating to Clinical Supervision, Adult Therapy and Therapeutic Work with Teenagers, including handwritten session notes where applicable, are stored securely in locked storage with access restricted to Phoenix Therapy & Learning.

Separate confidential records are maintained for each:

- Clinical Supervisee
- Adult Therapy Client
- Teenage Client

This approach supports confidentiality, accurate record keeping and continuity of professional care.

Electronic Records

Signed consent forms, registration documents and other administrative records relating to Clinical Supervision, Adult Therapy and Therapeutic Work with Teenagers are stored electronically on a secure external hard drive, which is kept in locked storage when not in use and is accessible only to Phoenix Therapy & Learning.

Historical records relating to previous child therapy work, including referral forms and consent documentation, are also securely stored on this external hard drive. Once these documents have been securely digitised, paper copies are confidentially destroyed and are no longer retained.

Electronic records are protected through appropriate security measures, including password protection and restricted access, to reduce the risk of unauthorised access, loss or misuse.

Email and Electronic Communication

Whilst every reasonable effort is made to protect electronic communications, email cannot be guaranteed to be completely secure. Individuals should be be aware that sending personal information electronically carries a degree of risk.

Phoenix Therapy & Learning will only request, receive or share personal information electronically where it is appropriate to do so and will take reasonable steps to protect confidentiality throughout the communication process.

Online Therapy and Clinical Supervision

Where services are delivered online, digital platforms appropriate for professional practice will be used, with consideration given to privacy, confidentiality, data handling and security. Phoenix Therapy & Learning takes reasonable steps to assess and minimise potential risks associated with online working and to maintain the privacy and confidentiality of online sessions.

Clients and supervisees are encouraged to participate from a private environment where conversations cannot be overheard or interrupted.

Mailing Lists and Email Communications

Phoenix Therapy & Learning uses MailerLite to manage mailing lists, subscriber communications and resources associated with services such as the Phoenix Reflection Circle. Where an individual chooses to subscribe, relevant personal information, such as their name and email address, may be processed through MailerLite for the purpose of providing the communications and resources they have requested.

Individuals are only added to mailing lists where they have chosen to subscribe or have otherwise provided appropriate consent to receive these communications. Subscribers can unsubscribe at any time using the unsubscribe link provided within emails.

Personal information used for mailing-list purposes is handled in accordance with applicable data protection requirements and the privacy and data-processing arrangements of MailerLite.

Use of Artificial Intelligence and Digital Tools

Phoenix Therapy & Learning may use artificial intelligence (AI) and other digital tools to support administrative or professional writing tasks. **Identifiable client or supervisee personal information is not entered into AI tools.** Where information relating to professional practice is used, it is anonymised and limited to what is necessary for the specific task.

AI tools are not used to make clinical, therapeutic, supervisory or safeguarding decisions. Any AI-generated content is critically reviewed, amended where necessary, and professional responsibility for all decisions, records and written material remains with Phoenix Therapy & Learning.

Digital tools and online platforms are considered carefully before use, with attention given to privacy, confidentiality, data handling and security. Reasonable steps are taken to minimise potential risks and to ensure their use is consistent with professional, ethical and data protection responsibilities.

Retention and Secure Disposal

Personal information will be retained only for as long as is necessary to fulfil the purposes for which it was collected, including legal, professional, regulatory, safeguarding and insurance requirements. Retention periods are determined in accordance with UK legislation, professional guidance and recognised best practice.

Once the appropriate retention period has expired, confidential records will be securely destroyed or permanently deleted using methods appropriate to the storage format, ensuring that personal information cannot be reconstructed or accessed by unauthorised individuals.

Data Security

Phoenix Therapy & Learning regularly reviews its information management practices to ensure that personal information continues to be stored securely and managed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and recognised professional standards.

In the unlikely event of a personal data breach that presents a risk to the rights and freedoms of an individual, Phoenix Therapy & Learning will respond promptly, investigate the incident and, where required, notify the Information Commissioner's Office (ICO) and affected individuals in accordance with UK GDPR.

Key Principle

Phoenix Therapy & Learning is committed to protecting personal information through secure storage, responsible data management and professional confidentiality, ensuring that information is retained only for as long as necessary and disposed of securely in accordance with legal and professional requirements.

7. Sharing Your Information

Sharing personal information only where it is lawful, necessary and appropriate.

Phoenix Therapy & Learning treats all personal information as confidential and will not disclose your personal information to third parties unless there is a lawful, professional or safeguarding reason for doing so.

Personal information will only be shared where it is necessary to:

- Provide safe, effective and professional services.
- Comply with legal or regulatory obligations.
- Protect you or another person from serious harm.
- Meet safeguarding responsibilities.
- Defend or establish legal rights where appropriate.

Wherever possible, personal information will be shared only with your knowledge and consent. However, there are circumstances where Phoenix Therapy & Learning may be required to share information without your consent where permitted or required by law.

Examples include:

- Where there is concern that a child, young person or adult is at risk of abuse, neglect or significant harm.
- Where there is a serious and immediate risk to your safety or the safety of another person.
- Where disclosure is required by a court order or other legal obligation.
- Where information is requested by statutory agencies acting within their legal powers.
- Where disclosure is necessary to prevent or detect serious crime.

Where it is appropriate and safe to do so, Phoenix Therapy & Learning will seek to discuss any proposed information sharing with you before information is disclosed.

Clinical Supervision

Clinical Supervision forms an essential part of safe and ethical therapeutic practice. Information relating to clients may therefore be discussed anonymously within Clinical

Supervision to support professional reflection, clinical decision-making and the delivery of safe and effective services.

Every reasonable effort will be made to protect client confidentiality by removing or anonymising identifying information wherever possible.

Professional Services

Phoenix Therapy & Learning may also share limited personal information with professional service providers where necessary to support the safe operation of the practice.

Examples may include:

- Accountants.
- Professional indemnity insurers.
- Legal advisers.
- Secure technology or website providers.
- Regulatory or professional bodies where required.

These organisations will only receive information necessary for the specific purpose and are expected to maintain appropriate standards of confidentiality and data protection.

Phoenix Therapy & Learning will never sell, rent or share personal information with third parties for marketing purposes.

Key Principle

Personal information will only be shared where there is a clear lawful, professional or safeguarding reason to do so. Wherever possible, Phoenix Therapy & Learning seeks to be open and transparent about how and why information is shared while protecting individual privacy and confidentiality.

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8. Confidentiality and Safeguarding

Balancing confidentiality with the duty to protect individuals from harm.

Confidentiality is a fundamental principle of therapeutic and supervisory practice and plays an essential role in developing trusting professional relationships. Phoenix Therapy & Learning is committed to respecting the privacy of all clients, supervisees and individuals accessing its services.

Information shared during therapy or Clinical Supervision will normally remain confidential. Personal information will only be used for the purposes for which it was collected and will not be disclosed to others without your knowledge or consent unless there is a lawful, ethical or safeguarding reason to do so.

There are circumstances in which confidentiality may need to be limited. These include situations where:

- There are concerns that a child, young person or adult is at risk of abuse, neglect or significant harm.
- There is a risk of immediate serious harm to yourself or another person, where information sharing is necessary and appropriate in accordance with legal obligations and safeguarding procedures.
- Disclosure is required by law or by a court order.
- There is a legal or professional obligation to share information with the appropriate authority.
- Disclosure is necessary to prevent or detect serious crime.

Wherever possible, and where it is safe and appropriate to do so, Phoenix Therapy & Learning will seek to discuss the need to share information with you before doing so.

Clinical Supervision forms an essential part of safe and ethical practice. Information relating to therapeutic work may therefore be discussed within Clinical Supervision to support professional reflection, clinical decision-making and the delivery of safe and effective services. Every reasonable effort will be made to anonymise information so that individuals cannot be identified unless disclosure is necessary to fulfil legal or safeguarding responsibilities.

Further information regarding safeguarding responsibilities can be found within the **Phoenix Therapy & Learning Safeguarding & Protection Handbook**.

Key Principle

Confidentiality is central to building trust. However, where there is a legal, ethical or safeguarding responsibility to protect an individual or others from harm, Phoenix Therapy & Learning will act appropriately, proportionately and in accordance with current legislation and professional standards.

9. How Long We Keep Your Information

Retaining personal information only for as long as necessary.

Phoenix Therapy & Learning retains personal information only for as long as it is necessary to fulfil the purposes for which it was collected. This includes meeting legal, professional, safeguarding, insurance and regulatory responsibilities, as well as supporting the safe and effective delivery of therapeutic and supervisory services.

Retention periods are determined in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, relevant legislation, professional guidance and recognised best practice.

The length of time personal information is retained will depend upon the nature of the service provided and the type of information held. Factors considered when determining retention periods include:

- Legal and statutory requirements.
- Professional and ethical guidance.
- Safeguarding responsibilities.
- Insurance requirements.
- Clinical and professional record-keeping standards.
- The legitimate interests of Phoenix Therapy & Learning and the rights of the individual.

Once the appropriate retention period has expired, confidential records will be securely destroyed or permanently deleted using methods appropriate to the storage format, ensuring that personal information cannot be recovered or accessed by unauthorised individuals.

Further information regarding the retention of records is provided within the **Phoenix Therapy & Learning Record Retention Schedule**.

Key Principle

Phoenix Therapy & Learning retains personal information only for as long as it is required to meet legal, professional and safeguarding responsibilities, ensuring that all records are securely disposed of when they are no longer needed.

10. Your Rights

Respecting your rights under UK data protection legislation.

Under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, you have a number of rights regarding the personal information that Phoenix Therapy & Learning holds about you.

These rights include:

The Right to be Informed

You have the right to be informed about how your personal information is collected, used, stored and shared. This Privacy Notice forms part of that commitment to transparency.

The Right of Access

You have the right to request a copy of the personal information held about you. This is commonly known as a **Subject Access Request (SAR)**.

Requests should be made in writing or by email. Phoenix Therapy & Learning will normally respond within one calendar month unless legislation allows an extension.

The Right to Rectification

If you believe that any personal information held about you is inaccurate or incomplete, you have the right to request that it is corrected.

The Right to Erasure

You may request that your personal information is erased in certain circumstances. However, this right is not absolute and may be limited where Phoenix Therapy & Learning has a legal, safeguarding, insurance or professional obligation to retain records.

The Right to Restrict Processing

You may request that the processing of your personal information is restricted in certain circumstances whilst concerns regarding the information are resolved.

The Right to Data Portability

Where applicable, you have the right to receive personal information that you have provided in a structured, commonly used and machine-readable format, or to request that it is transferred to another organisation where this is technically feasible.

The Right to Object

You have the right to object to certain types of processing where permitted by law.

Rights Relating to Automated Decision-Making

Phoenix Therapy & Learning does not use automated decision-making or profiling when providing therapeutic or supervisory services.

If you wish to exercise any of your rights, please contact Phoenix Therapy & Learning using the contact details provided within this Privacy Notice.

If you remain dissatisfied with how your personal information has been handled, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Key Principle

Phoenix Therapy & Learning is committed to respecting your rights, responding openly to requests and ensuring that personal information is managed fairly, lawfully and transparently.

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11. Cookies and Website Information

Using website information responsibly to improve your experience.

The Phoenix Therapy & Learning website may collect limited technical information through the use of cookies and similar technologies to help the website function effectively, understand how it is used and improve the user experience.

Information collected may include:

- IP address.
- Browser type and version.
- Device information.
- Pages visited.
- Time and date of website visits.
- Website usage statistics.

Cookies do not normally identify you personally. They are used to improve website performance, monitor visitor activity and enhance the functionality of the website.

Where non-essential cookies are used, you will be given the opportunity to accept or decline these through the website's cookie banner.

The Phoenix Therapy & Learning website may contain links to third-party websites. Phoenix Therapy & Learning is not responsible for the privacy practices or content of external websites. Individuals are encouraged to read the privacy notices of any external websites they choose to visit.

Key Principle

Phoenix Therapy & Learning uses website information responsibly, transparently and only where it supports the effective operation, security and improvement of the website.

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12. Contact Details

How to contact Phoenix Therapy & Learning regarding your personal information.

If you have any questions about this Privacy Notice, wish to exercise your rights under UK GDPR, or have concerns regarding how your personal information is handled, please contact:

Phoenix Therapy & Learning
Karen Durkin

Website: www.phoenixtherapyandlearning.com

Email: *phoenixtherapyandlearning@gmail.com*

Phoenix Therapy & Learning will always aim to resolve any concerns promptly, fairly and professionally.

If you remain dissatisfied after contacting Phoenix Therapy & Learning, you have the right to make a complaint to:

Information Commissioner's Office (ICO)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.ico.org.uk

Telephone: 0303 123 1113

Key Principle

Phoenix Therapy & Learning welcomes questions regarding the handling of personal information and is committed to resolving concerns openly, respectfully and in accordance with UK data protection legislation.

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13. Review of this Privacy Notice

Keeping this Privacy Notice accurate and up to date.

Phoenix Therapy & Learning is committed to ensuring that this Privacy Notice remains accurate, current and reflective of legal, professional and organisational requirements.

This Privacy Notice will be formally reviewed **annually**, or sooner where there are significant changes to:

- UK data protection legislation.
- Professional or regulatory guidance.
- The services provided by Phoenix Therapy & Learning.
- Information management practices.
- Website functionality or digital services.

Any significant amendments will be recorded through version control to provide a transparent history of updates.

The most recent version of this Privacy Notice will always be available on the Phoenix Therapy & Learning website.

Key Principle

Protecting personal information is an ongoing responsibility. Phoenix Therapy & Learning is committed to regularly reviewing and updating this Privacy Notice to ensure continued compliance with legal, professional and ethical standards.

Closing Statement

Our Commitment to Your Privacy

Phoenix Therapy & Learning recognises that trust is built through openness, professionalism and respect. Protecting your personal information is an important part of providing safe, ethical and professionally accountable therapeutic and supervisory services.

Every reasonable step is taken to ensure that personal information is collected fairly, used responsibly, stored securely and retained only for as long as necessary. Phoenix Therapy & Learning is committed to complying with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and recognised professional standards, while treating all personal information with the highest level of care, confidentiality and respect.

Should you have any questions about how your personal information is managed, Phoenix Therapy & Learning welcomes the opportunity to discuss these with you.

Thank you for taking the time to read this Privacy Notice. Phoenix Therapy & Learning is committed to protecting your privacy and handling your personal information with professionalism, integrity and respect.