PRIVACY POLICY September 2026

Katrina Beath, trading as KLB Therapy

I (Katrina Beath t/a KLB Therapy) am a Registered Data Controller. My ICO registration number is ZA398753. This Privacy policy informs you how I use and protect the information I hold on you. You have the right under GDPR make a formal request to see the information I hold and you can ask me to change anything you see as incorrect. If you have any questions or concerns about this policy, I am happy to talk about it before you sign.

General Data Protection

For the purposes of providing this service, to uphold your physical safety, and to meet the requirements of my insurer and administration needs of this service, I may collect the following data: name, address (for remote counselling sessions only), date of birth, mobile number, email, GP name and address, current relevant medications and medical conditions, emergency contact name and number. I ask that you gain consent from your emergency contact to pass their details to me. These details will be stored on a password protected, secure Cloud based service (KIKU and KONFIDENS), specialised for use by therapy service providers. This provider meets the requirements of GDPR and I am confident is a safe and responsible place to hold your data. These details will be kept for insurance purposes for seven years after the end of our contract. For written communication of sensitive and personal information I use an encrypted email service.

Your data will be made available to my clinical executor via the above Cloud based service, and used only to contact you in the event of my death or unfitness to practice (e.g. sudden serious illness where I could not contact you myself).

I hold your telephone number on my passcode protected smartphone (saved under your first name only). This will be deleted a month after the agreed end of our contract, or a month after our last session together if no further sessions have been scheduled, or if contact ceases without notice (e.g. repeated unattended sessions without communication).

Confidentiality

Sessions are provided in confidentiality. There are some cases in which confidentiality may be broken, and these are:

· The threat or risk of violence or harm to another or yourself

· In a medical emergency

· Where there are safeguarding issues regarding a vulnerable adult, or child

· Where I have a legal obligation to do so

Unless immediate safety was at risk, I would endeavour to discuss any disclosure with you beforehand.

Data Retention

Brief factual notes of sessions are kept in a secure Cloud based service (KIKU/KONFIDENS). My insurer recommends these notes are retained for seven years after the end of our contract, at which point they will be deleted. They are not shared with anyone unless requested by you, or for legal reasons. In the event of my death, my clinical executor would be responsible for retaining and securely destroying these notes.

Supervision

Registered psychotherapists/counsellors/supervisors are required to have clinical supervision to ensure professional competency. Should your work be discussed, all personal details will be anonymised.

Disclaimer

I take care to ensure the efficiency, privacy and confidentiality offered by third party providers I use to offer counselling and supervision services. Every precaution has been taken on my part however I cannot be held liable for breaches in confidentiality by any third-party providers or software.

Complaints process for Data Protection issues

I am the person responsible for handling any data protection concerns or complaints. If you have any complaints or concerns about how I handle your data, please email me directly on katrina@klbtherapy.com outlining the nature of your concerns. I will respond within 48 hours to arrange a call to address your concerns. As a result of the call I may review my practice and policies, or delete / edit any incorrect or no longer needed information you have raised, or take advice on actions required to rectify issues. This is not an exhaustive list.

Online Practice Management privacy policies (Kiku / Konfidens)

Kiku is an online practice management system, which is in the process of being acquired by Konfidens. Because I use their services, I attach links to both their privacy policies here, as they are also involved in processing of your data:

Kiku: https://www.wearekiku.com/privacy-notices

Konfidens: https://konfidens.com/privacy