

Aubrieta Online Therapy – Privacy Notice

This privacy notice explains how Aubrieta Online Therapy collects, uses, and protects your personal information. We are committed to handling your data lawfully, fairly, and transparently, and to protecting your confidentiality.

Contact details

Email: vicki.finlayson@aubrieta-online-therapy.com

Aubrieta Online Therapy is provided in accordance with the British Association of Behavioural and Cognitive Psychotherapies (BABCP) Standards of Conduct, Performance and Ethics.

If you have any questions about this privacy notice or how your information is used, please contact us using the details above.

What information we collect and why

We only collect information that is relevant and necessary to provide safe, effective therapy services and to meet our legal and professional obligations.

Information used to provide therapy and related services

- Name, address, and contact details
- Date of birth
- Gender and pronoun preferences (if you choose to share these)
- Next of kin and emergency contact details
- Health and wellbeing information, including:
 - Current difficulties and therapy goals
 - Relevant medical history, diagnoses, medications, and allergies
 - Information about disabilities or additional needs
- Records of therapy sessions, correspondence, and clinical decisions
- Payment details (processed securely for fees and invoicing)
- Insurance information (where relevant)

Special category data

Therapy services involve processing **special category personal data**, which receives additional protection under UK GDPR. This may include:

- Health and mental health information
- Sexual orientation information (where relevant to therapy)
- Racial or ethnic background (where relevant to therapy or safeguarding)

Information used for enquiries, complaints, or legal matters

- Names and contact details
 - Details relevant to enquiries, complaints, or claims
 - Health information where necessary to respond appropriately
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Where we get your information from

- Directly from you
 - Other health or care professionals (with your consent or where legally permitted)
 - Insurance providers (where applicable)
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Lawful bases for using your information

UK data protection law requires us to have a lawful basis for using your personal information.

General personal data (Article 6 UK GDPR)

We rely on the following lawful bases:

- **Contract** – processing is necessary to provide therapy services under our therapy agreement with you
- **Legal obligation** – processing is required to meet legal, regulatory, and professional duties (for example record keeping and safeguarding)
- **Legitimate interests** – where processing is necessary to provide safe, appropriate services and does not override your rights or freedoms
- **Vital interests** – in rare situations where there is a serious risk to life or safety

Special category data (Article 9 UK GDPR)

We process special category data because:

- **It is necessary for the provision of health care or treatment** (Article 9(2)(h))
- **Safeguarding and protection** where there is a serious risk of harm (Article 9(2)(c))

Consent may be used for specific situations, such as sharing information with third parties where this is not otherwise legally permitted. You may withdraw consent at any time, but this does not affect processing required by law or professional obligations.

Your data protection rights

You have the following rights under UK GDPR:

- **Right of access** – to request a copy of your personal information
- **Right to rectification** – to ask for inaccurate or incomplete information to be corrected
- **Right to erasure** – to request deletion of your data (subject to legal and professional limits)
- **Right to restriction** – to limit how your information is used in certain circumstances
- **Right to object** – to object to certain types of processing
- **Right to data portability** – to request transfer of your data to another provider
- **Right to withdraw consent** – where consent is the lawful basis

Requests will be responded to within one month.

To exercise your rights, please contact us using the details at the top of this notice.

How long we keep your information

Therapy records are retained for **a minimum of 7 years** following the end of therapy, in line with professional and legal guidance.

Information may be kept longer where required for legal, insurance, or safeguarding reasons.

Who we share information with

Your information is treated as confidential. We may share relevant information only where necessary, including with:

- GPs or other healthcare professionals (with consent or where legally required)
 - Emergency services
 - Safeguarding authorities
 - Insurance providers (where applicable)
 - Regulatory or legal bodies where we are legally required to do so
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Duty of confidentiality

We are bound by a professional and legal duty of confidentiality. Information will only be shared without your consent where:

- There is a serious risk of harm to you or others
- Safeguarding concerns arise
- Disclosure is required by law or court order
- It is otherwise justified in the public interest

Any disclosure will be limited to relevant information only.

How we keep your information secure

We take appropriate technical and organisational measures to protect your information, including:

- Secure, password-protected systems
 - Encrypted digital storage where appropriate
 - Access restricted to authorised professionals only
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How to complain

If you have concerns about how your information is used, please contact us first so we can try to resolve the issue. If you remain dissatisfied, you may complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

This Privacy Notice should be read alongside our Terms and Conditions of Individual Therapy, which explain how therapy is provided and how confidentiality, boundaries, and practical arrangements are managed.

Last updated: 30 January 2026