

ShaunOsbornTherapy.co.uk Privacy Policy

Privacy Policy for ShaunOsbornTherapy.co.uk

Last updated: 02/03/2026

Plain English Summary

Your privacy matters. I only collect information necessary to respond to enquiries and provide therapy safely, confidentially and in line with UK GDPR.

1. Who I Am

Shaun Osborn is the data controller for ShaunOsbornTherapy.co.uk and is responsible for how your personal data is collected, stored and used.

Contact details:

Email: Shaun@ShaunOsbornTherapy.co.uk

Location: Norwich, United Kingdom

If you have any questions about this policy or your data, please get in touch using the details above.

2. What Personal Data I Collect

When you use the website contact form:

- Name
- Email address
- Phone number (if provided)
- Message content
- Any information you choose to share

If therapy begins:

- Contact details
- Relevant personal and health information
- Emergency contact details (if provided)
- Session notes and administrative records

Website usage data:

- IP address

- Browser type
- Pages visited
- Cookies (see Section 10)

I only collect information necessary for responding to enquiries or providing therapy services.

3. How Your Information Is Used

Your personal data may be used to:

- Respond to your enquiry
- Assess suitability for therapy
- Provide therapy services
- Maintain clinical records
- Arrange appointments
- Send invoices or payment information
- Meet legal, ethical and professional obligations
- Ensure safe and effective practice
- Improve website functionality

Your information is never sold or used for marketing without your explicit consent.

4. Lawful Basis for Processing

Under UK GDPR, personal data is processed on the following lawful bases:

- **Contract** — providing therapy services you request
- **Legitimate interest** — managing the practice safely and effectively
- **Legal obligation** — professional and regulatory requirements
- **Explicit consent** — processing special category health data

Where processing is based on consent, you may withdraw consent at any time.

5. Confidentiality

All information shared in therapy is treated as confidential.

Confidentiality may be limited where:

- There is risk of serious harm to you or others
- Disclosure is required by law
- Safeguarding concerns arise

Where possible, this would be discussed with you first.

6. How Your Data Is Stored

- Electronic records are stored securely and password protected
- Paper records (if used) are kept in locked storage
- Only Shaun Osborn has access to your data

Records are retained for **7 years after therapy ends** in line with professional guidance, after which they are securely destroyed.

7. Data Sharing

Your information is not routinely shared with third parties.

Information may be shared only where necessary with:

- Clinical supervisor (anonymised wherever possible)
- Legal authorities if required by law
- Emergency services where risk of serious harm exists

All third parties are required to respect data protection laws.

8. Website Contact Form

When you submit the contact form on ShaunOsbornTherapy.co.uk:

- Your information is transmitted securely
- It is used only to respond to your enquiry
- If you do not proceed with therapy, enquiry data is deleted within **3 months**
- If therapy begins, relevant information becomes part of your clinical record

By submitting the form, you consent to the use of your information for this purpose.

9. Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data (where legally possible)
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent
- Lodge a complaint with the UK data protection regulator

If you have concerns about how your data is handled, please contact me first.

You can also contact the UK regulator:

Information Commissioner's Office

<https://ico.org.uk>

10. Cookies

This website may use essential cookies to ensure basic functionality and improve user experience.

You can control cookie use through your browser settings.