Matt Hemsley
Integrative Therapist

mhtherapist.co.uk
07903 163631
matt@mhtherapist.co.uk

GDPR privacy policy

How I collect, use, store and protect your personal data.

1. Introduction

At Matt Hemsley Therapist, I am committed to protecting your privacy and handling your personal data with the utmost transparency and security. This policy outlines how I collect, use, and store your information in compliance with the UK GDPR and the Data (Use and Access) Act 2025 (DUAA 2025).

2. Controller contact details

I am the data controller for this practice.

Name	Matt Hemsley
Business address	154A Queen's Court, Main Street, Bingley BD16 2HR
Email	matt@mhtherapist.co.uk
ICO registration number	ZC037160

3. Data collected

I collect and process the following information to provide safe and effective therapy:

- **Identity data:** name, date of birth, gender.
- **Contact data:** phone number, email address, home address.
- **Special category (health) data:** medical history, lifestyle details, session notes, and psychological history.
- **Emergency contact:** name and phone number of your GP or next of kin.

4. Purpose and lawful basis for processing

In accordance with the law, I process your data under the following legal bases:

- **Contract:** to provide the therapy services you have requested.
- **Consent:** for specific marketing or communication preferences you have opted into.
- **Health care exemption (Article 9 UK GDPR):** for the provision of health or social care or treatment.
- **Recognised legitimate interest (safeguarding):** as updated by DUAA 2025, I may process data without explicit consent where it is necessary for safeguarding an individual at risk or protecting your vital interests.

5. Data sharing

Your data is strictly confidential. It is never sold or shared for marketing purposes. It is only shared under the following conditions:

- **Supervision:** I may discuss your case with a professional supervisor. In these instances, all data is fully anonymised.
- **Legal and safety obligations:** if I believe there is a risk of serious harm to yourself or others, or if I am legally compelled by a court of law.
- **Integrated digital services:** using verified, secure platforms for appointment booking or telehealth, as permitted under DUAA 2025 standards.

6. Data retention

I retain your records for a period of 7 years following your final session (or until age 25 if the client was a minor). After this period, digital files are permanently deleted using secure wiping software, and physical files are destroyed by cross-cut shredding.

7. Security measures

I employ robust technical and organisational measures to ensure your data remains private:

- **Physical:** paper records and intake forms are kept in locked filing cabinets.
- **Digital:** all emails are encrypted. Mobile devices and tablets used for scheduling are secured with biometric locks (Face ID or fingerprint) and high-strength passwords.
- **Storage:** digital session notes are stored on encrypted, cloud-based platforms that meet UK data protection standards.

8. Your data subject rights

Under the UK GDPR and DUAA 2025, you have the following rights:

- **Right of access:** you can request a copy of the data I hold about you.
- **Right to rectification:** you can ask me to correct inaccurate information.

- **Right to erasure:** also known as the ‘right to be forgotten’ (subject to legal retention requirements).
- **Right to withdraw consent:** where processing is based on consent, you may withdraw it at any time.

9. Complaints process

If you have concerns about how I handle your data, please contact me directly so we can resolve the matter.

In line with the DUAA 2025 amendments, which aim to streamline the complaints process, you have the right to lodge a formal complaint with the Information Commissioner's Office (ICO) at ico.org.uk if you remain unsatisfied.