

KLARA MOTTLOVA

CAMBRIDGE LOW COST COUNSELLING
& HYPNOTHERAPY

SUPPORT • UNDERSTANDING • CHANGE



PRIVACY POLICY

Privacy Notice

This privacy notice explains how I collect, use, store and protect your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Data Controller

Klara Mottlova

Cambridge Low-Cost Counselling & Hypnotherapy

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Christ's Pieces
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Email: klaramottl@gmail.com

Telephone: 07916 171115

ICO Registration Number: ZC126409

I am a member of the National Counselling and Psychotherapy Society (NCPS) and work in accordance with its professional and ethical standards.

What Information I Collect

Contact Information

I may collect:

- Name
- Email address
- Telephone number
- Postal address (where relevant)

Information Related to Therapy

To provide safe and appropriate counselling and hypnotherapy services, I may collect:

- Information provided during an enquiry or assessment
- Information discussed during therapy sessions
- Brief therapy notes
- Relevant physical health and medical information
- Mental health history
- Information relating to current or previous mental health treatment
- Relevant medication information
- Risk assessment information, including information relating to self-harm, suicidal thoughts, safeguarding concerns or other risks where appropriate
- GP contact details
- Emergency contact details
- Any other information necessary to provide a safe and effective therapeutic service

Website Information

If you visit my website, certain technical information may be collected automatically through cookies and website analytics, including:

- IP address
 - Browser type
 - Pages visited
 - Date and time of visit
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Why I Collect Your Information

I collect personal information in order to:

- Respond to enquiries
- Arrange appointments
- Provide counselling and hypnotherapy services
- Maintain clinical records
- Ensure client safety and wellbeing
- Meet legal, ethical and professional obligations
- Manage billing and administration

I may collect health-related and mental health information to:

- Assess whether counselling or hypnotherapy is appropriate for your needs

- Conduct risk assessments where necessary
 - Support safeguarding responsibilities
 - Respond appropriately in the event of an emergency
 - Ensure therapy is provided safely and ethically
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Legal Basis for Processing

I process your personal information under one or more of the following lawful bases:

Contract

Where processing is necessary to provide counselling or hypnotherapy services.

Legitimate Interests

For administration, record keeping and practice management.

Legal Obligation

Where I am required to comply with legal or regulatory requirements.

Explicit Consent

Where special category data, such as health information, is processed.

Confidentiality

Everything discussed within therapy sessions is treated as confidential.

As a member of the National Counselling and Psychotherapy Society (NCPS), I receive regular clinical supervision in accordance with professional ethical requirements.

Where information is discussed in supervision, identifying details are removed wherever possible and clients are referred to anonymously.

Confidentiality may only be broken in exceptional circumstances, including:

- Where there is a serious risk of harm to yourself or another person
- Where disclosure is required by law
- Where information is requested by a court order
- Where safeguarding concerns arise involving a child or vulnerable adult

Where possible, I will discuss any disclosure with you beforehand.

Record Keeping

I maintain brief clinical notes relating to therapy sessions.

To help protect confidentiality, identifying information such as names, contact details, GP details and emergency contact information is stored separately from therapy notes wherever possible.

Therapy notes are anonymised and identified using a unique reference system rather than a client's name.

Records are stored securely using password-protected electronic systems and/or locked storage where applicable.

Only I have access to these records unless disclosure is required by law, safeguarding responsibilities or professional obligations.

How Long Information Is Kept

Client records are normally retained for seven years after the end of therapy.

After this period, records will be securely destroyed.

Financial records may be retained for longer where required by HMRC regulations.

Sharing Information

Your information will not be sold or shared with third parties for marketing purposes.

Information may be shared only where necessary with:

- Clinical supervisors (anonymised wherever possible)
- Professional advisers
- Legal authorities where required by law
- Emergency services where there is a serious risk of harm

To facilitate therapy sessions, appointment scheduling and communication, limited personal information may be processed through third-party providers such as Microsoft Teams, Google Meet, WhatsApp, email providers and website booking systems. These providers

process data in accordance with their own privacy policies and applicable data protection laws.

Online Sessions

Where therapy is conducted online, I may use Microsoft Teams, Google Meet or WhatsApp Video.

These services have their own privacy policies and data protection practices. While I take reasonable steps to ensure that online sessions are conducted securely, no internet-based communication can be guaranteed to be completely secure.

Clients are encouraged to:

- Attend sessions from a private location where they cannot be overheard
- Use a secure internet connection where possible
- Keep their devices protected with passwords and up-to-date security software

By agreeing to online sessions, you acknowledge and accept the potential risks associated with electronic communication.

Use of Artificial Intelligence (AI) Tools

Clients may choose to use publicly available artificial intelligence (AI) tools, such as chatbots or AI-assisted wellbeing applications, as a source of information, reflection or support between therapy sessions.

AI tools are not a substitute for professional counselling, psychotherapy, medical advice, crisis support or emergency services.

Information entered into third-party AI systems may be stored, processed or used in accordance with the provider's own privacy policies and terms of service. Clients are encouraged to consider carefully what personal information they share with such systems.

I am not responsible for the privacy, security, accuracy or content generated by third-party AI platforms used independently by clients.

Your Rights

Under UK GDPR, you have the right to:

- Access your personal information

- Request correction of inaccurate information
 - Request erasure of information where appropriate
 - Restrict processing in certain circumstances
 - Object to processing in certain circumstances
 - Withdraw consent where consent is the legal basis for processing
 - Lodge a complaint with the Information Commissioner's Office (ICO)
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Contacting the ICO

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Telephone: 0303 123 1113

Changes to This Privacy Notice

This privacy notice may be updated from time to time. The latest version will always be available on request and, where applicable, on my website.

Last Updated: March 2026