

Privacy Notice

RelationalMind Practice

Last updated: July 2026

At RelationalMind Practice, protecting your privacy and handling your personal information responsibly is an important part of my professional practice. This Privacy Notice explains how I collect, use, store and protect your personal information when you contact me or receive psychological services.

I process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and my professional obligations as a HCPC Registered Counselling Psychologist.

Who I Am

Practitioner	Dr Anna Wachowska
Registration	HCPC Registered Counselling Psychologist
HCPC Registration Number	PYL34303
Practice	RelationalMind Practice
Email:	contact.drannawachowska@gmail.com
Website:	www.drannawachowska.co.uk
ICO Registration Number:	ZB696527

For the purposes of UK data protection legislation, I am the Data Controller responsible for your personal information. I am registered with the Information Commissioner's Office (ICO).

What Information I Collect

Depending on your contact with my practice, I may collect:

- Name
- Email address
- Telephone number
- Date of birth
- GP details
- Emergency contact details (where appropriate)
- Relevant psychological and medical information
- Assessment and therapy records
- Clinical correspondence
- Payment information
- Information you choose to provide through the website contact form

You are under no obligation to provide more information than you feel comfortable sharing when making an initial enquiry.

Why I Collect Your Information

Your information is collected to:

- respond to enquiries;
- arrange appointments;
- provide psychological assessment, formulation and therapy;
- maintain accurate clinical records;
- provide safe and effective psychological care;
- meet professional, ethical and legal obligations.

Legal Basis for Processing

Your personal information is processed under one or more of the following lawful bases:

- Performance of a contract
- Legitimate interests
- Legal obligations
- Provision of healthcare involving special category health data under UK GDPR

Confidentiality

Psychological therapy is confidential.

There are limited circumstances in which confidentiality may need to be breached, including where there is a serious risk of harm to yourself or others, safeguarding concerns, legal obligations or a court order. Wherever possible, this would be discussed with you first.

Further information regarding confidentiality is provided within the Therapy Agreement before therapy begins.

How Your Information Is Stored

Clinical records are securely maintained using BacPac (Mayden), an electronic practice management system designed for mental health professionals.

Online appointments are currently provided via Google Meet using encrypted video communication.

Email correspondence is stored securely using password-protected accounts with two-factor authentication.

Appropriate technical and organisational measures are in place to protect personal information from unauthorised access, loss or misuse.

Who Information May Be Shared With

Information will only be shared where clinically appropriate, legally required or with your consent. This may include:

- your GP;
- my clinical supervisor;

- secure professional service providers who support the operation of my practice;
- regulatory or legal authorities where required by law.

How Long Records Are Kept

Clinical records are retained in accordance with professional guidance and legal requirements. Adult client records are generally retained for seven years following the end of therapy unless a longer retention period is required by law or professional guidance.

Your Rights

Under UK GDPR you have the right to:

- request access to your personal information;
- request correction of inaccurate information;
- request restriction of processing where appropriate;
- object to processing in certain circumstances;
- lodge a complaint with the Information Commissioner's Office (ICO).

Please note that some of these rights may be limited where professional or legal obligations relating to healthcare records apply.

Contact

If you have any questions regarding this Privacy Notice or how your personal information is handled, please contact me using the details below.

Dr Anna Wachowska

HCPC Registered Counselling Psychologist

Email: contact.drannawachowska@gmail.com

Website: www.drannawachowska.co.uk

If you remain dissatisfied with how your information has been handled, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). Further information is available at www.ico.org.uk.