

# Privacy, Data Use & Confidentiality Policy

Lake Psychology  
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## 1. Introduction

This Privacy, Data Use and Confidentiality Policy explains how personal information is collected, used, stored and protected when you visit this website or engage in services provided by Lake Psychology.

We are committed to protecting your privacy and handling your information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and relevant professional standards.

## 2. Data Controllers

Dr Katrina Lake and Dr Nick Lake each act as independent Data Controllers for the clients they work with.

Personal information will not be shared between practitioners without your knowledge and consent unless there is a legal, safeguarding or professional requirement to do so.

## 3. Information We Collect

We may collect:

- Name, address, email address and telephone number.
- Date of birth.
- GP and emergency contact details.
- Information relating to your health, wellbeing and psychological difficulties.
- Correspondence and appointment information.
- Payment and invoicing information.
- Information submitted through website contact forms.
- Technical website information necessary for website functionality and security.

## 4. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Consent.
- Contract.
- Legal obligation.
- Legitimate interests.
- Provision of healthcare and health-related services.

Special category health information is processed in accordance with Article 9 of UK GDPR.

## 5. How Your Information Is Used

Your information may be used to:

- Respond to enquiries.
- Arrange appointments.
- Deliver psychological assessment, therapy and consultation.
- Maintain clinical records.
- Communicate with you regarding services.
- Process payments and invoices.
- Meet professional, regulatory and legal obligations.
- Improve website functionality and security.

## 6. Confidentiality

Information disclosed during therapy is treated as confidential.

Confidentiality may only be broken where:

- There is a serious risk of harm to yourself or another person.
- There are safeguarding concerns involving a child or vulnerable adult.
- Disclosure is required by law or court order.
- Professional or regulatory obligations require disclosure.

Where possible, concerns will be discussed with you before information is shared.

## 7. Clinical Supervision

As part of good professional practice, work may be discussed within clinical supervision.

Identifying information is minimised wherever possible and supervisors are themselves bound by professional and ethical duties of confidentiality.

## 8. Data Sharing

Personal information will not normally be shared with third parties without your consent.

Exceptions include:

- Safeguarding concerns.
- Legal obligations.
- Regulatory investigations.
- Requests from courts or statutory bodies.
- Clinical communications where you have provided consent.

## 9. Data Storage and Security

We take reasonable technical and organisational measures to protect personal information.

Information may be stored using secure systems including electronic clinical records, secure email services, encrypted devices and secure cloud-based storage.

Access to information is restricted to those who require it for legitimate professional purposes.

## 10. Data Processors and Third-Party Services

We use carefully selected third-party providers who process information on our behalf. These providers may include:

- Webealer – website hosting and maintenance.
- WriteUpp – clinical records management.
- Microsoft 365 and OneDrive – secure email, document storage and administration.
- Zoom – online appointments and consultations.
- GoCardless – payment processing and collection of fees.

These organisations process data under contractual arrangements designed to comply with UK GDPR requirements.

Some providers may store or process data outside the UK. Where this occurs, appropriate safeguards are used in accordance with UK GDPR requirements.

## 11. Data Retention

Clinical records are retained in accordance with professional and legal guidance.

- Adults: records are normally retained for 7 years following the end of treatment.

- Children and young people: records are normally retained until the client's 25th birthday, or 26th birthday if treatment ended when the young person was aged 17.

Website enquiries that do not proceed to treatment may be retained for up to 12 months before deletion.

## 12. Children and Young People

Lake Psychology primarily works with adults but may occasionally provide services to children and young people.

Where services are provided to a child or young person, personal data will be processed in accordance with UK GDPR, safeguarding legislation and professional guidance. Information-sharing and consent arrangements will be discussed according to the age, capacity and circumstances of the young person.

## 13. Website Contact Forms

If you contact us through this website, the information you provide will be used solely for responding to your enquiry and determining whether our services may be appropriate for you.

Please avoid submitting detailed sensitive clinical information through website contact forms.

## 14. Cookies

This website uses only those cookies necessary for website functionality, security and performance.

You may control cookie settings through your browser preferences.

## 15. Artificial Intelligence and Technology

Lake Psychology may use secure technology and AI-assisted administrative tools to support business and administrative functions.

Identifiable clinical information will not be entered into publicly available AI systems. Any use of technology involving personal information will comply with confidentiality obligations and UK GDPR requirements.

## 16. Your Rights

Under UK GDPR you have the right to:

- Access your personal information.
- Request correction of inaccurate information.
- Request restriction of processing.
- Object to certain forms of processing.
- Request deletion where applicable.
- Withdraw consent where consent is the basis for processing.
- Lodge a complaint with the Information Commissioner's Office (ICO).

Requests will normally be responded to within one month.

## 17. Data Protection Enquiries

If you have any questions regarding privacy, confidentiality or the handling of your personal information, please contact:

Dr Katrina Lake  
Katrina@lakepsychology.co.uk

We will endeavour to respond promptly and in accordance with UK GDPR requirements.

## 18. Disclaimer

Information provided on this website is for general information purposes only and does not constitute psychological assessment, diagnosis, treatment or crisis support.

Website information should not be considered a substitute for professional healthcare advice.

## 19. Complaints

If you have concerns regarding the handling of your personal information, please contact us in the first instance.

You also have the right to contact:

Information Commissioner's Office (ICO)  
[www.ico.org.uk](http://www.ico.org.uk)

## 20. Policy Review

This policy is reviewed periodically to ensure compliance with legal, regulatory and professional requirements.

Last updated: June 2026