

Privacy Notice

One Degree Therapeutic Services

This privacy notice explains how personal data is collected, used, and protected by One Degree Therapeutic Services.

1. Who I am

One Degree Therapeutic Services is the trading name of Sam Setchell-Hynes who is the data controller for the personal information processed through this website and in the course of professional work.

Contact details:

Email: info@onedegreetherapeuticservices.co.uk

Website: www.onedegreetherapeuticservices.co.uk

I am registered with the Information Commissioner's Office (ICO).

ICO registration number: : ZC067525

2. What personal data I collect

I may collect and process the following information:

- Name and contact details (such as email address and phone number)
- Information you choose to share when making an enquiry
- Information necessary for the provision of therapy, supervision, consultation, or related services
- Administrative information such as appointment times and correspondence

3. How your information is collected

Personal data may be collected when you:

- Contact me via the website, email, or other communication methods
- Engage in therapy, supervision, consultation, or related services



4. How your information is used

Your personal data is used to:

- Respond to enquiries
- Provide agreed services
- Arrange and manage appointments
- Maintain appropriate records
- Meet legal, ethical, and professional obligations

Your data is not used for marketing purposes. This website may also collect limited technical information, such as IP addresses or browser data, for the purposes of website security and functionality.

5. Lawful basis for processing

I process personal data under the following lawful bases:

- Consent – where you have given clear permission
- Contract – where processing is necessary to provide agreed services
- Legal obligation – where required by law
- Legitimate interests – where necessary for the safe and ethical running of the practice

Special category data (such as health information) is processed in accordance with UK GDPR requirements.

6. Data storage and security

Reasonable measures are taken to protect personal data from unauthorised access, loss, or misuse.

Data is stored securely and only accessed where necessary for professional purposes.

7. Data sharing

Personal data is not shared with third parties unless:

- There is a legal obligation to do so
- There are safeguarding concerns
- You have given explicit consent

Any information shared is limited to what is necessary and appropriate.



8. How long data is kept

Personal data is retained only for as long as necessary and in accordance with legal, ethical, and professional requirements, including guidance from the British Association for Counselling and Psychotherapy (BACP).

Client records are normally kept for a minimum of 7 years following the end of work.

Where records relate to children or young people, information is normally retained until 7 years after the individual reaches the age of 18.

In some circumstances, records may be kept for longer where this is required to meet legal, regulatory, or safeguarding obligations.

After the relevant retention period, records are securely deleted or destroyed.

9. Your rights

Under UK data protection law, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of data where appropriate
- Object to or restrict processing
- Withdraw consent (where consent is the lawful basis)
- Lodge a complaint with the Information Commissioner's Office (ICO)

Further information is available at www.ico.org.uk.

10. Changes to this privacy notice

This privacy notice may be updated from time to time.

The most recent version will always be available on this website.

Last updated: January 2026

