



Privacy Notice

Your Wellbeing UK

Last updated: November 2026

1. Who we are

Your Wellbeing UK is an independent wellbeing and therapeutic practice operated by Kim Joanne Jones as a sole trader.

We are committed to respecting your privacy, protecting your personal information and treating anything you share with sensitivity and confidentiality.

Website: www.yourwellbeinguk.com

Email: jo@yourwellbeinguk.com

For data protection purposes, Your Wellbeing UK is the data controller.

2. Information we collect

Depending on the service you use, we may collect:

- Your name and contact details.
- Appointment and booking information.
- Information you provide through consultation or registration forms.
- Relevant health, wellbeing or personal information you choose to share.
- Brief notes relating to individual therapeutic sessions.
- Emergency contact details, where provided.
- Relevant information needed to manage safeguarding concerns, complaints or insurance matters.

We aim to collect only information that is relevant and necessary.

3. How we use your information

We use personal information to:

- Respond to enquiries and arrange appointments.
- Provide agreed therapeutic or wellbeing services.
- Maintain appropriate records of sessions.
- Manage bookings and participation in the Women's Circle.
- Contact you about your appointments or participation.
- Meet relevant legal, safeguarding and insurance responsibilities.
- Maintain accurate business and financial records.

We do not sell your personal information.



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4. Our lawful basis for using information

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Your Wellbeing UK processes personal information only where there is an appropriate lawful basis under the UK General Data Protection Regulation (UK GDPR).

The lawful bases we use depend on why the information is needed.

Providing therapeutic services and managing bookings

We rely on Article 6(1)(b) — *performance of a contract* — where processing personal information is necessary to arrange and provide services requested by clients. This includes contact details, appointment arrangements and information necessary to deliver agreed services.

Maintaining appropriate professional records

Where appropriate, we rely on Article 6(1)(f) — *legitimate interests* — to maintain necessary professional records, manage concerns or complaints, and protect the legitimate interests of clients and the practice.

These interests include maintaining safe and accountable professional practice and establishing or defending legal rights. We consider the necessity and privacy impact of this processing.

Meeting legal responsibilities

We rely on Article 6(1)(c) — *legal obligation* — where information must be processed to comply with applicable legal requirements, including relevant financial and statutory record-keeping obligations.

Sensitive personal information

During therapeutic sessions, clients may share sensitive information about their physical or mental health. This is known as *special category data* and receives additional protection under Article 9 of UK GDPR.

[Subject to confirmation that the relevant legal requirements are met: Where processing is necessary to provide therapeutic health treatment, we rely on Article 9(2)(h), together with the relevant provisions of the Data Protection Act 2018, Schedule 1, paragraph 2. Information is handled under applicable duties of confidentiality.]

Where necessary to establish, exercise or defend legal claims, we may rely on Article 9(2)(f).

Women's Circle

For the Women's Circle, we collect only the personal information reasonably necessary to administer bookings, communicate with participants and facilitate the group.

We do not routinely create therapeutic records of participants' personal disclosures. If it becomes necessary to record sensitive information, we will identify and apply an appropriate Article 9 condition for that specific purpose.



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Your choices

Agreeing to participate in therapy or accepting our Client Agreement is separate from consent to processing personal information under data protection law.

Where we specifically rely on consent, we will explain what you are consenting to and how you can withdraw that consent.

5. Confidentiality

Information shared in individual sessions is treated as confidential.

Confidentiality may need to be limited where there is a serious concern about safety, a safeguarding responsibility, a legal requirement, or another lawful reason for disclosure.

Where appropriate and safe, we will discuss a necessary disclosure with you beforehand.

The Women's Circle is a group setting. Participants are asked to respect one another's privacy, but Your Wellbeing UK cannot guarantee that other participants will maintain confidentiality.

6. How information is stored and protected

Therapeutic notes are held electronically using Microsoft OneNote, with storage and synchronisation through Microsoft OneDrive.

Our security arrangements include password-protected devices, access controls, two-factor authentication and device encryption.

Appointment and booking information may be processed through our Wix website booking system.

Business communications are handled through Google Workspace.

We take reasonable steps to protect personal information and restrict access to those who need it.

7. Sharing information

We do not routinely share personal therapeutic information with third parties.

Information may be shared where necessary and lawful, for example with emergency services, safeguarding authorities, professional advisers, insurers or other appropriate organisations.

Technology providers, including Microsoft, Wix and Google, may process information on our behalf to provide their services.

8. How long we keep information

Individual therapeutic records are generally retained for seven years after the final session, in line with our professional insurance requirements, unless a longer period is justified or required.



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Records relating to someone who received services while under 18 may be retained for longer, taking account of insurance guidance and other applicable requirements.

Booking, enquiry, Women's Circle and financial records are retained for periods appropriate to their purpose and relevant legal obligations.

We review records periodically and securely delete information when it is no longer needed.

9. Your data protection rights

Subject to applicable legal conditions and exceptions, you may have the right to:

- Request access to your personal information.
- Ask for inaccurate information to be corrected.
- Request deletion of information.
- Request restriction of processing.
- Object to certain uses of your information.
- Request data portability where applicable.
- Withdraw consent where consent is the basis relied upon.

You can contact us using the email address above.

You may also raise concerns with the Information Commissioner's Office (ICO) at www.ico.org.uk.

10. Changes to this notice

We may update this Privacy Notice when our services, systems or legal responsibilities change.

The latest version will be available on our website.