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Privacy Policy

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This notice explains how your personal information is collected, used, stored, and protected in the course of receiving psychotherapy from this practice. It is written in plain English.

I collect only what is necessary for providing therapy and running the practice. Your information is handled carefully, kept securely, and never shared for commercial purposes.

This notice is incorporated into the Working Together contract signed at the start of therapy. By signing that contract, you confirm that you have read and understood this notice. It is available at all times at therapy-with-shaun.co.uk/privacy and on request.

1. Who I Am

I am Shaun Featherstone, a UKCP Accredited Core Process Psychotherapist practising at Park House, 10 Park Street, Bristol BS1 5HX. I am registered with the Information Commissioner's Office (ICO) as the data controller for the information I hold about clients — which means I am responsible for how it is used and for ensuring it is handled lawfully.

ICO Registration Number: ZA799903

You can verify this at ico.org.uk.

2. What Information I Collect

Before we begin — information you provide directly

New clients are asked to enter their details directly into Kiku, a secure clinical practice management system, before their first session. This includes:

- Name, date of birth, and contact details
- Address and GP details

- Emergency contact (one person to be contacted in a serious emergency)
- Relevant medical or mental health history, as you choose to share it

At the point of entering your information, Kiku will ask you to confirm that you have read this Privacy Notice. This confirmation is recorded digitally.

When you first get in touch

If you contact me before registering in Kiku — by email, phone, or through my website — I may collect:

- Your name and contact details
- The reason you are seeking therapy — as much or as little as you choose to share
- How you found me

During our work together

Once therapy begins, I also hold:

- Brief session notes — key themes from sessions, kept to support continuity of care
- Correspondence between us — emails and texts
- Appointment records and payment information

Health information — including anything you share about your mental or physical health — is treated as sensitive personal data and handled with additional care.

What I do not collect

I do not collect more information than is needed. I do not store recordings of sessions. Sessions may not be recorded by either party without the explicit prior agreement of both of us. I do not obtain information about you from third parties without your knowledge.

3. How I Use Your Information

Your information is used only for the purposes for which it was collected:

- To provide psychotherapy
- To maintain clinical records in line with professional requirements
- To manage appointments and communicate with you
- To process fees and keep financial records

- To discuss your case in clinical supervision (see Section 5)
- To meet legal and professional obligations

I will never use your information for marketing purposes, share it with third parties for commercial reasons, or use it in any way you would not reasonably expect.

4. Systems Used to Store and Manage Your Information

The following secure systems are used in the operation of this practice. Each handles your data only on my instructions and in accordance with data protection law.

Kiku

- Client registration, appointment scheduling, and secure clinical record storage
- Personal details, medical history, appointment records, session notes

Xero

- Accounting and financial records
- Payment records and invoices

Lloyds Bank

- Payment processing
- Bank transfer records

Some of these systems may store data outside the United Kingdom. Where this is the case, appropriate safeguards are in place. You may request further information about any of these arrangements.

5. Clinical Supervision

I attend regular clinical supervision as a professional and ethical requirement. Supervision involves discussing clinical work with an experienced colleague in order to maintain quality of care.

Aspects of our work may be discussed in supervision. When this happens, your name and any identifying details are not shared. My supervisor is also bound by professional confidentiality.

Supervision exists to protect you. It is a standard part of responsible therapeutic practice.

6. Recording

Sessions may not be recorded — by audio, video, or any other means — without the explicit prior agreement of both parties. This applies to in-person and online sessions equally.

I do not record sessions and do not store recordings. Recording a session without agreement would be a breach of the Working Together contract and would need to be addressed directly.

If you would find it useful to capture something from a session, please raise it with me, and we can find a suitable way to support that within the session itself.

7. Confidentiality and Its Limits

Everything discussed in sessions is confidential. There are a small number of exceptions.

Where I may be legally required to share information

- If required to do so by a court order
- In connection with certain legal obligations relating to terrorism or financial crime
- If required by a professional regulator

Where I may share information to prevent serious harm

If I have serious concerns that you or another person — particularly a child or vulnerable adult — is at significant risk of harm, I may share information with relevant services such as emergency services, social services, or your GP. I will always try to discuss this with you first where it is safe to do so.

These situations are rare. In the great majority of cases, confidentiality is absolute.

8. Use of Artificial Intelligence

AI tools are used in limited ways to support administrative tasks in this practice — for example, drafting correspondence, supporting written communications, and organising practice information. They are not used to make clinical decisions or to replace professional judgement.

Identifiable client information and session notes are not entered into AI systems. Where AI tools are used, data minimisation principles are followed and confidentiality is maintained at all times.

You may request further information about how AI is used in this practice.

9. How Long I Keep Your Information

Session notes and clinical records — adults ->	7 years after therapy ends
Contact and appointment records ->	7 years after therapy ends
Enquiry records where therapy did not begin ->	6 months after last contact
Financial records ->	7 years, in line with tax requirements
Email and text correspondence ->	For the duration of therapy, then deleted within 6 months of ending

After these periods, records are securely destroyed — paper records by shredding, digital records by permanent deletion.

10. Data Breaches

In the unlikely event of a data breach, I will take immediate steps to contain and limit any risk. Where the breach is likely to cause harm, the ICO will be notified within 72 hours. You will be informed directly if the breach is likely to affect your rights or wellbeing.

11. Clinical Executor

In the event of my death, serious illness, or inability to continue practice, a designated Clinical Executor — an accredited psychotherapist bound by the same confidentiality and data protection obligations — may access clinical records where necessary and where legally and ethically appropriate.

The Clinical Executor's role is limited to:

- Notifying clients where appropriate
- Ensuring records remain secure and confidential
- Managing or closing client files
- Responding to lawful requests for record access
- Arranging secure retention or destruction of records in line with the periods above

The Clinical Executor will access only what is necessary to carry out these responsibilities. Their details are held confidentially and are available on request.

12. Your Rights

You have the following rights in relation to your personal information:

Access: You can request a copy of the information I hold about you. I will respond within one month, free of charge.

Correction: You can ask me to correct any information that is inaccurate or incomplete.

Deletion: In some circumstances you can ask me to delete your information. This right is not absolute — I may need to retain records for professional or legal reasons, particularly clinical notes which must be kept for the periods set out in Section 9.

Restriction: You can ask me to limit how I use your information in certain circumstances.

Objection: You can object to certain types of processing. I will stop unless there are compelling reasons to continue.

Portability: You can ask to receive your information in a portable digital format, where this is technically possible.

To exercise any of these rights, contact me at shaun@therapy-with-shaun.co.uk. I will respond within one month.

13. Concerns and Complaints

If you have concerns about how your information is handled, please raise them with me directly in the first instance.

If you are not satisfied with my response, you can complain to the Information Commissioner's Office (ICO):

- Website: ico.org.uk
- Phone: 0303 123 1113
- Post: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

14. Changes to This Notice

This notice may be updated from time to time — for example, if working practices change or if new systems are adopted. The current version is always available at therapy-with-shaun.co.uk/privacy and on request. Significant changes will be communicated directly.

15. Cookies and the contact form

This website uses cookies — small files placed on your device when you visit — to help the site function and to understand how it is being used.

Some cookies are essential for the site to work. Others are used for analytics — to understand which pages are visited and how people find the site. These non-essential cookies are only placed with your consent, which you can give or withdraw using the cookie banner that appears when you first visit the site.

This website is built on Wix. Some cookies are placed by Wix as part of the platform's standard operation, and some may be placed by third-party services connected to the site. A full list of the cookies used by Wix is available at support.wix.com.

You can also manage or disable cookies through your browser settings at any time. Disabling cookies may affect how some parts of the site work.

The contact form on this site collects the information you choose to submit — your name, email address, and message. This information is handled in line with the rest of this Privacy Notice and is used only to respond to your enquiry. By submitting the form you confirm you have read and understood this notice.

16. Contact

For any questions about this notice or how your information is handled:

- Email: shaun@therapy-with-shaun.co.uk
- Phone: 07873 385282
- Post: Park House, 10 Park Street, Bristol, BS1 5HX