

Privacy Notice

Applies to: www.tavistocktherapy.com and www.tavistocktherapycentre.co.uk

Last updated: 28/07/2026

This notice explains how Tavistock Therapy/ Centre ("we", "us", "our") collects, uses and protects your personal information when you visit either of the above websites or contact us about our services.

1. Who we are

Teresa Pipe is the data controller responsible for your personal information collected via both websites listed above.

- Address: 3 Abbey Place, Tavistock PL10 0AB
- Email: admin@tavistocktherapy.com
- Phone: 07877577282
- ICO registration number: ZB262584

If you have any questions about this notice or how we handle your data, please contact us using the details above.

2. What information we collect

Depending on how you interact with us, we may collect:

- Contact details — name, email address, phone number, submitted via our enquiry/contact forms, email, or phone
- Details you share with us — information you provide about the issue you'd like support with, your circumstances, or your therapy history, whether via a contact form, email, phone call, or during sessions
- Session and clinical records — notes and records created in the course of providing therapy, where you become a client
- Technical data — such as IP address and browsing behaviour, if cookies or analytics are used on our websites (see Section 8, Cookies)
- Video/audio session data — when sessions are conducted via Zoom or Microsoft Teams

We do not knowingly collect information from children without appropriate parental/guardian consent, where relevant to services offered (e.g. child therapy at Tavistock Therapy Centre).

3. Why we collect it and our lawful basis

Purpose	Lawful basis (UK GDPR Art. 6)	Special category condition (Art. 9, where applicable)
Responding to your enquiry	Legitimate interests / steps prior to entering a contract	Explicit consent (Art. 9(2)(a)) where the enquiry includes health/mental health information
Providing therapy/treatment	Performance of a contract	Provision of health/social care or treatment (Art. 9(2)(h)), or explicit consent
Keeping clinical records	Legal obligation / legitimate interests (professional standards, e.g. BACP/EMDR UK)	As above
Billing and accounts	Performance of a contract / legal obligation	N/A
Website analytics/cookies	Consent (see Section 8)	N/A

Where we rely on consent, you may withdraw it at any time by contacting us — this will not affect the lawfulness of anything done before withdrawal.

4. Who we share your information with

We do not sell your personal information. We may share it with:

- Zoom and Microsoft Teams — for delivering online therapy sessions
- Professional bodies, supervisors, or insurers, where required for clinical supervision, safeguarding, or professional accountability
- Third parties where required by law (e.g. safeguarding concerns, court order) or to protect someone's safety

Each of these providers processes data under their own agreements with us and is required to protect your information appropriately.

5. International data transfers

Zoom and Microsoft Teams may process data on servers located outside the UK, including in the United States. Where this happens, appropriate safeguards are in place (such as the UK International Data Transfer Addendum or adequacy regulations) to ensure your data continues to receive equivalent protection.

6. How long we keep your information

- Enquiry data (from people who do not become clients): retained for 3 months, then deleted
- Client/clinical records: retained for 7 years in line with professional body guidance (e.g. BACP/EMDR UK), after which they are securely destroyed
- Billing records: retained for 7 years to meet HMRC requirements

7. Your rights

Under UK GDPR, you have the right to:

- Access the personal information we hold about you
- Ask us to correct inaccurate information
- Ask us to delete your information, in certain circumstances
- Restrict or object to certain processing
- Request a copy of your data in a portable format
- Withdraw consent at any time, where we rely on consent

To exercise any of these rights, contact us using the details in Section 1. You also have the right to complain to the **Information Commissioner's Office (ICO)** at ico.org.uk or by calling 0303 123 1113, though we'd welcome the chance to resolve any concern directly first.

8. Cookies

Our websites use cookies to help them function and, where enabled, to understand how visitors use the site. Non-essential cookies (such as analytics or embedded maps) are only set with your consent, which you can give or withdraw via the cookie banner shown when you first visit the site. You can also manage cookies through your browser settings.

Types of cookies we may use:

- Strictly necessary — required for the website to function; no consent needed
- Analytics — e.g. Google Analytics, to understand site usage (consent required)
- Embedded content — e.g. Google Maps, which may set its own cookies (consent required)

9. Changes to this notice

We may update this notice from time to time. Any changes will be posted on this page with an updated date at the top.

This notice covers both www.tavistocktherapy.com and www.tavistocktherapycentre.co.uk. Where therapists at Tavistock Therapy Centre act as independent data controllers for their own clients, they will provide you with their own privacy information directly.