



The Coeliac Psychology Practice

Health Psychology & Consultancy

[Privacy Notice](#)

Introduction

The Coeliac Psychology Practice is committed to protecting your privacy and handling your personal information in accordance with UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This Privacy Notice explains what information is collected, why it is collected, how it is stored, and your rights regarding your personal data.

Data Controller

Rosie Satherley
The Coeliac Psychology Practice

Rosie Satherley is registered with the Information Commissioner's Office (ICO; reference ZC175003) and acts as the Data Controller for information collected through The Coeliac Psychology Practice.

What Information is Collected?

The information collected may include:

Personal Information

- Name
- Date of birth
- Address
- Telephone number
- Email address
- GP details

Clinical Information

- Information shared during assessment and therapy sessions
- Clinical formulations
- Session notes
- Risk and safeguarding information where relevant



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- Correspondence relating to your care

Administrative Information

- Appointment records
- Payment and invoicing information
- Email correspondence relating to the service

Why is Information Collected?

Your information is collected to:

- Provide psychological support
- Maintain accurate clinical records
- Ensure safe and ethical practice
- Communicate regarding appointments and services
- Meet professional, legal, and regulatory obligations
- Obtain appropriate clinical supervision

The lawful basis for processing personal information is generally the provision of health care and professional services, together with the need to fulfil legal and professional obligations.

Clinical Supervision

Rosie Satherley receives regular clinical supervision. To support safe and effective practice, aspects of clinical work may be discussed with a clinical supervisor. Information shared during supervision will be anonymised. Supervisors are bound by professional and ethical standards of confidentiality.

How is Information Stored?

Records are stored securely using password-protected electronic systems and/or secure cloud-based storage. Reasonable steps are taken to ensure that information is protected against unauthorised access, loss, misuse, or disclosure. Only individuals who require access to information for professional purposes will be permitted to access it.

Who Might Information Be Shared With?



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Information will not normally be shared without your knowledge or consent. However, information may be shared where:

- There are concerns about your safety or the safety of another person.
- There are safeguarding concerns involving a child or vulnerable adult.
- Disclosure is required by law.
- A court order requires disclosure.

Where possible, any need to share information will be discussed with you first.

How Long is Information Kept?

Clinical records are typically retained for seven years following the end of therapy. After this period, records will be securely destroyed unless there is a legal or professional reason to retain them for longer. Financial records may be retained for longer where required by HMRC or other legal obligations.

Your Rights

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

- Request access to personal information held about you.
- Request correction of inaccurate information.
- Request restriction of processing in certain circumstances.
- Lodge a complaint if you are unhappy with how your information has been handled.

Please note that there may be circumstances where information cannot be amended or deleted due to professional, legal, safeguarding, or regulatory obligations.

Complaints About Data Protection

If you have concerns about how your information has been handled, please contact Rosie Satherley in the first instance. You also have the right to make a complaint to the Information Commissioner's Office (ICO).

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