Privacy Policy

Your privacy is very important to me, and you can be confident that your personal information will be kept safe, secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

- Why I am able to process your information and what purpose I am processing it for
- Whether you have to provide it to me
- How long I store it for
- Whether there are other recipients of your personal information
- Whether I intend to transfer it to another country,
- Whether I do automated decision-making or profiling, and
- Your data protection rights.

I am happy to chat through any questions you might have about my data protection policy, and you can contact me at martasojka@hotmail.com

'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is me.

I am registered with the Information Commissioner's Office (ICO) (ref: CSN0904988).

My phone number is: 07863 661 983. My email address is: martasojka@hotmail.com

My lawful basis for holding and using your personal information

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

- If you have had therapy with me and it has now ended, I will use legitimate interests as my lawful basis for holding and using your personal information in order to retain records where necessary for professional, legal and insurance purposes.
- If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of our contract.

Some of the information you disclose in therapy may be sensitive personal information, known as 'special category' data. I process this information where it is necessary for the provision of health care or treatment in accordance with the UK GDPR. I may also retain therapy records where necessary (the legal basis for this is to establish, exercise or defend legal claims).

How I use your information

Initial contact

When you contact me with an enquiry about my therapy services, I will collect information to help me satisfy your enquiry. This will include your name, email address and phone number. Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf. If you decide not to proceed, I will ensure all your personal data is deleted within 1 month. If you would like me to delete this information sooner, please let me know.

While you are accessing therapy

I adhere to the BACP Ethical Framework, to protect a client's confidentiality. While everything we discuss during therapy is confidential, there are rare situations where confidentiality may need to be broken, for example where there is serious risk of harm, safeguarding concerns regarding children or vulnerable adults, or where required by law. Wherever possible, I would aim to discuss this with you first.

I will keep a record of your personal details to help the therapy services run smoothly. These details are stored securely in a password-protected laptop to which only I have access. Any paper documents are locked in a cabinet to which only I have access. I will keep written notes of each session; these are kept separately from your personal details on a password-protected laptop to which only I have access. Secure backups of electronic records are also maintained using an encrypted external hard drive.

For security reasons I do not retain text or WhatsApp messages for more than 3 months. If there is relevant information contained in a message this will be stored securely on a password-protected electronic device to which only I have access. Likewise, any email correspondence will be deleted after 3 months if it is not important. If necessary, I will store these securely on a password-protected laptop to which only I have access. Secure backups of electronic records are also maintained using an encrypted external hard drive.

After therapy has ended
Once therapy has ended your records will be kept for 7 years from the end of our contact with each other and are then securely destroyed. If you want me to delete your information sooner than this, please let me know.

Third party recipients of personal data
I sometimes share personal data with third parties, for example, where I have contracted with a supplier to carry out specific tasks. In such cases I have carefully selected which partners I work with. I take great care to ensure that I have a contract with the third party that states what they are allowed to do with the data I share with them. I ensure that they do not use your information in any way other than the task for which they have been contracted.

Who I share information with

Data processors
I use the following third-party service providers (data processors) to support the running of my practice:

- Outlook and Google Workspace – email, calendar and secure cloud storage used for communication and scheduling.
- Wix – website hosting and processing information submitted through website contact forms.
- Microsoft Teams – video conferencing platform used for online therapy sessions
- WhatsApp – messaging service used for administrative communication such as arranging appointments.

These providers only process personal data on my behalf and in accordance with contractual agreements.

Other organisations I may share information with
In limited circumstances, I may also share information with:

- Organisations I need to share information with for safeguarding reasons
- Emergency services
- Organisations I am legally obliged to share personal information with

Sharing information outside the UK
Some of the service providers listed above may process data outside the UK. Where this happens, I ensure that appropriate safeguards are in place in accordance with the UK General Data Protection Regulation, such as the UK Addendum to the EU Standard Contractual Clauses (SCCs).

These providers include:

- Outlook and Google Workspace
- Wix
- Microsoft Teams
- WhatsApp (Meta Platforms)

Further information about these safeguards can be provided on request.

Your rights

I try to be as open as I can be in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters. If I do hold information about you I will:

- give you a description of it and where it came from;
- tell you why I am holding it, tell you how long I will store your data and how I made this decision;
- tell you who it could be disclosed to;
- let you have a copy of the information in an intelligible form.

You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please put the request in writing addressing it to martasojka@hotmail.com

If you have any complaint about how I handle your personal data, please do not hesitate to get in touch with me by writing or emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures.
If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

Data security

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is stored securely in password-protected and encrypted systems to which only I have access. Any paper documents are locked in a cabinet to which only I have access.

Marta Sojka
www.martasojkapsychotherapy.com

bacp collective mark | Registered Member 416086 MBACP
Registered Member MBACP

Additional information for website owners and employers

Visitors to my website

When someone visits my website, I use a third party service, Wix, to collect standard internet log information and details of visitor behaviour patterns. I do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. I do not make, and do not allow Wix to make, any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information in this way when you visit my website.

I use web analytics services provided by Wix so that I can continually improve my service to you. You can read Squarespace's privacy notice here: https://www.wix.com/about/privacy. I use Wix as the content management system for our website. Like most websites we use cookies to help the site work more efficiently. I do not attempt to identify visitors personally. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.

This privacy policy was last updated: May 2026.

Email: martasojka@hotmail.com Phone: 07863 661 983