Privacy Notice

Tristann Mortimer | Counselling, Psychotherapy & Clinical Supervision | October 2026

Your privacy matters to me. Therapy and supervision involve sharing personal, and sometimes very sensitive, information. This notice explains what information I collect, why I use it, how I protect it, when I may share it, how long I keep it and your rights.

Who I am

I am Tristann Mortimer, a counsellor, psychotherapist and clinical supervisor working in private practice. For data-protection purposes I am the data controller for the personal information I hold about my clients, supervisees and people who contact my practice.

Contact: tristannmortimer@gmail.com

I am registered with the Information Commissioner's Office (ICO) as a data controller. My ICO registration number is 00015766432.

What information I may collect

- your name and contact details;
- emergency-contact information where appropriate;
- information you provide when enquiring about or arranging therapy or supervision;
- appointment and attendance information;
- information relevant to our therapeutic or supervision work;
- brief clinical or supervision notes where needed;
- information about risk, safeguarding, complaints or significant professional issues where relevant;
- payment and transaction information;
- communications between us, including email, text or WhatsApp messages;
- information submitted through my website, including contact forms and, where applicable, requests for downloads, purchases or mailing-list communications.

Because of the nature of therapy and supervision, information you share may include 'special category' data, such as information about physical or mental health, racial or ethnic origin, religious or philosophical beliefs,

sex life or sexual orientation. Information about criminal allegations, convictions or offences may also arise in some circumstances.

Why I use your information

- to respond to enquiries and decide whether I can offer an appropriate service;
- to provide, manage and review counselling, psychotherapy or clinical supervision;
- to communicate with you and arrange appointments;
- to maintain appropriate professional and clinical records;
- to manage payments, accounts and tax obligations;
- to obtain professional supervision and maintain safe, ethical practice;
- to respond to safeguarding, serious-risk, legal, insurance or professional-regulatory matters where necessary;
- to provide requested website resources or communications;
- to send marketing or mailing-list communications where I have a lawful basis to do so and you can unsubscribe.

My lawful basis for using your information

I use personal information only where I have a lawful basis under UK data-protection law. Depending on the purpose, this will usually be because processing is necessary to take steps at your request before entering into an agreement, to perform our professional agreement, to meet a legal obligation, or because I have a legitimate interest in operating a safe, ethical and accountable private practice.

Where I process special-category information, I also identify an additional condition under UK GDPR. Depending on the circumstances, this may include explicit consent or processing necessary for the provision or management of health or social-care services by a professional subject to confidentiality obligations. Other conditions may apply in exceptional circumstances, for example where vital interests or legal claims are involved.

Consent is used where it is genuinely the appropriate basis - for example, I will not activate optional AI session-summary functionality without discussing it with you and obtaining your agreement. Where marketing consent is used, you can withdraw it at any time.

Clinical and supervision records

I deliberately keep clinical records proportionate and to the minimum reasonably necessary. I do not routinely write detailed accounts of everything discussed in a therapy session. Notes may record matters such as risk, significant clinical issues, ruptures or difficulties, decisions, actions, or matters for which supervision or professional advice has been sought.

For clinical supervision, I keep an appropriate record of key points discussed, consistent with my professional responsibilities.

Where information is stored and how it is protected

Information is held using a combination of secure electronic systems and devices. These currently include password-protected devices and documents, email and calendar services, a password-protected reMarkable device, my password-protected laptop, telephone/WhatsApp communications, videoconferencing services and my WordPress website hosted by SiteGround.

Working notes on my reMarkable are kept only where useful for current work. Online reMarkable copies are routinely deleted, and records that need to be retained are stored securely on my laptop. I take reasonable steps to minimise the amount of identifying information held in different systems.

Online sessions, recording and AI tools

Online sessions are currently provided using Zoom. Sessions are not routinely recorded and I do not routinely use AI to capture or summarise sessions.

Some clients find an AI-generated session summary useful. Where an optional recording, transcription or AI-summary function is proposed, I will discuss this with you first and will not activate it without your agreement. I aim to use only services whose privacy, security and data-processing arrangements are appropriate for the sensitivity of therapeutic information. Temporary files or summaries are deleted when they are no longer needed, unless there is a specific reason to retain them as part of the clinical record.

Professional supervision and sharing information

I discuss my clinical work in professional supervision as part of safe and ethical practice. I minimise identifying information wherever practicable.

I do not routinely share your information with other people or organisations. There are, however, circumstances in which information may need to be shared, including:

- where you ask or authorise me to share information;
- where there is a serious concern about your safety or the safety of another person and disclosure is justified or required;
- with safeguarding or statutory services where necessary;
- with healthcare professionals, sexual-assault referral/advocacy services or other relevant professionals where appropriate and lawful;
- where I am legally required to provide information, including in response to an appropriate court order;
- with my professional insurer or legal adviser where necessary in connection with a complaint, claim or legal matter;
- with my clinical executor if I die or become unable to practise, but only to the extent necessary to protect clients, manage the practice and deal securely with records.

Where possible and appropriate I will discuss a proposed disclosure with you first. There may be exceptional circumstances in which this is not possible or appropriate.

Service providers and information processed outside the UK

I use third-party technology providers to support email, scheduling, website hosting, videoconferencing, communications and other practice administration. Some providers or their subprocessors may process personal information outside the UK.

Where UK data-protection rules on international transfers apply, I take reasonable steps to use providers that have an appropriate lawful transfer mechanism and safeguards in place. The particular providers I use may change as technology and my practice develop.

How long I keep information

- **Adult therapy records:** normally 5 years after our therapeutic relationship ends.
- **Clients aged 16-17:** normally until 5 years after your 18th birthday.
- **Clinical supervision records:** normally 5 years after our supervision relationship ends.
- **Routine enquiries that do not become therapy/supervision:** normally deleted within a few months as part of routine inbox housekeeping.

- **Routine messages:** deleted when they are no longer needed; I do not automatically retain every email, text or WhatsApp message for 5 years.
- **Financial and tax records:** kept for the period required for tax and accounting purposes.

Some records may need to be kept for longer where there is an ongoing safeguarding issue, complaint, insurance matter, legal claim, court requirement or other justified reason. If I die or become unable to practise, my clinical executor will manage records in accordance with their existing retention periods; the retention period does not restart simply because of my death.

Website, cookies and mailing lists

My website may collect information that you submit through contact forms, requests for downloads or purchases, and mailing-list sign-ups. I will use this information for the purpose for which you provided it and, where required, will ask for appropriate marketing consent.

My website may use cookies or similar technologies to make the site work and, where enabled, to understand how it is used. Where consent is legally required for non-essential cookies, you should be given a choice before those cookies are set. I may update this notice as the website and its features develop.

You can unsubscribe from marketing communications at any time. Unsubscribing from marketing does not affect necessary communications connected with therapy, supervision, payments or an existing professional relationship.

Your rights

Depending on the circumstances, data-protection law gives you rights including the right to:

- ask for access to personal information I hold about you;
- ask for inaccurate information to be corrected;
- ask for information to be erased in some circumstances;
- ask me to restrict the way information is used in some circumstances;
- object to certain processing;
- receive certain information in a portable format where the right to data portability applies;
- withdraw consent where processing is based on consent.

These rights are not absolute and can depend on the lawful basis for processing and other legal or professional obligations. If you want to exercise a right or have a question about your information, contact me at tristannmortimer@gmail.com.

Concerns and complaints

If you are concerned about how I have handled your personal information, please contact me first so that I can try to resolve the issue.

You also have the right to raise a concern with the Information Commissioner's Office (ICO), the UK's data-protection regulator.

Changes to this notice

I may update this notice when my practice, technology, professional requirements or data-protection law changes. The current version will be published on my website.