

Psych-Logic Privacy Notice Updated: 24 October 2026

Applies to: Adult psychological assessment, therapy and enquiries

Who we are

Psych-Logic Consulting Ltd provides psychological assessment and therapy through Nicole Hampton, Clinical Psychologist and Forensic Psychologist.

Psych-Logic Consulting Ltd is the data controller responsible for the personal information described in this notice.

Contact: Nicole Hampton

Email: admin@psych-logic.co.uk

Address: Shifnal Road, Priorslee, TF2 9FT

Information Commissioner's Office registration: Z1719968

This notice explains how we collect, use, store and share personal information when you enquire about or receive adult psychological assessment or therapy. It covers both self-referrals and referrals through another organisation.

Information we collect

We collect information relevant to responding to enquiries, providing care, maintaining clinical records and administering the practice. Depending on your circumstances, this may include:

- Your name, date of birth, address and contact details.
- Your GP's details and details of other professionals involved in your care.
- Referral information, insurance details and funding arrangements.
- Information about your health, medication, psychological history, personal circumstances and current difficulties.
- Assessment responses, therapy notes, correspondence and reports.
- Information relevant to risk, safeguarding or legal proceedings.
- Appointment, invoice and payment information.
- Information you provide through our website contact forms.

Health information is special category personal data and receives additional protection under data protection law. Other sensitive information may be recorded where relevant to your care.

Please avoid including detailed clinical information in an initial website enquiry.

Where information comes from

Most information comes directly from you. We may also receive relevant information from your referrer, insurer, solicitor, GP, other healthcare professionals or people involved in your care.

We discuss relevant information-sharing arrangements with you at the outset and revisit these where necessary.

Why we use your information

We use personal information to:

- Respond to enquiries and arrange appointments.
- Assess your needs, understand your difficulties and provide therapy.
- Maintain accurate clinical records and review progress.
- Communicate with you and, where appropriate, professionals involved in your care.
- Prepare reports under agreed referral or funding arrangements.
- Manage appointments, payments, accounts and other practice administration.
- Address safeguarding concerns, meet applicable legal obligations and establish, exercise or defend legal claims.

Providing relevant information helps us offer safe and appropriate care. If you choose not to provide information needed for assessment or treatment, we will discuss how this may affect the service we can provide.

Our lawful bases for using information

The lawful basis depends on the purpose for which information is used.

Under Article 6 of the UK General Data Protection Regulation, we rely on:

- **Contract:** where processing is necessary to arrange or provide services under an agreement with you, including steps you request before entering that agreement.
- **Legitimate interests:** where necessary to respond to enquiries, administer the practice, maintain appropriate records or deliver services under third-party referral arrangements. We consider these interests alongside your rights and expectations.
- **Legal obligation:** where processing is necessary to meet an applicable legal requirement, including relevant financial and tax obligations.
- **Consent:** for optional session recording and associated AI-assisted note generation.

For health and other special category information necessary for assessment and therapy, we also rely on Article 9(2)(h), concerning healthcare provision, together with the relevant Data Protection Act 2018 provisions and professional confidentiality obligations.

We seek explicit consent for optional session recording and associated AI-assisted note generation. Article 9(2)(f) may apply where special category information is necessary for legal claims.

Where information about criminal allegations, proceedings or convictions is relevant, its processing must also meet the separate requirements applying to criminal offence information.

Consent to therapy, agreement to share confidential information and consent as a data protection lawful basis are distinct matters. We explain the arrangements relevant to your care.

Self-referrals

If you refer yourself, clinical information is not routinely sent to an external referrer or funder.

Where communication with your GP or another professional would be helpful, we normally discuss this with you and seek your agreement. Exceptions may apply where disclosure is legally required or justified to address a serious risk of harm.

Third-party referrals and funded therapy

Where an insurer, charity, rehabilitation provider, solicitor or another organisation arranges or funds therapy, assessment, progress or discharge reports may be required.

We explain anticipated reporting arrangements at the outset. Reports contain information relevant to their purpose. Where practical, you have an opportunity to see a report before it is sent.

Where therapy relates to a legal claim or civil or criminal proceedings, reports and, in some circumstances, session notes or other clinical records may be requested or legally required. We consider requests against applicable legal requirements and our confidentiality obligations. A request does not automatically entitle an organisation to your complete record.

Once information is lawfully shared, the receiving organisation is responsible for handling it under its own data protection obligations.

Optional recording and AI-assisted session notes

With your explicit consent, some sessions may be recorded using Plaud to produce draft session notes using artificial intelligence and a template developed by Nicole Hampton. Notes for your own use may also be prepared if you wish.

Consent is sought separately for each session. Recording is optional: you may decline, or ask for recording to stop, and continue to receive therapy without recording.

Nicole reviews and, where necessary, corrects generated notes before storing them in your clinical record or sharing them with you. AI-assisted notes support documentation and do not replace clinical judgement.

Once the reviewed notes have been saved to your clinical record, the entire session file—including the recording, transcript and generated notes—is deleted from Plaud and its trash, usually within 24 hours of the appointment. Deletion from provider backups follows the provider's technical deletion arrangements.

Plaud is configured to use EU storage. Transcription and note generation involve processing through Plaud and its service providers.

You may withdraw consent to future recording and associated AI processing at any time. Withdrawal does not affect processing already lawfully completed or automatically require deletion of clinical records retained on another applicable lawful basis.

Storage and security

Paper records are kept in a locked filing cabinet in the practice office.

Electronic clinical records are stored using pCloud's EU storage region. Practice email is provided through IONOS.

Within the practice, access to clinical records is restricted to Nicole Hampton. Technology providers process information as necessary to deliver their services, subject to applicable contractual and security arrangements.

Our accountant has access to relevant banking and invoice information for financial administration, rather than clinical records.

We take proportionate steps to protect information against loss, misuse and unauthorised access. No electronic system can be guaranteed completely secure.

Website contact forms

Contact-form enquiries are sent to the practice's IONOS email account. The forms are configured not to retain submissions in the WordPress submissions database.

Information needed to progress an enquiry or provide therapy is transferred to the practice's electronic records in pCloud.

Enquiry emails and correspondence are retained while needed to respond to you and manage any resulting arrangements. Information relevant to therapy may become part of your clinical record. Information no longer needed is deleted through periodic review.

This notice covers information submitted through contact forms. It does not describe any separate use of website cookies or analytics.

Who we may share information with

Where necessary and appropriate, information may be shared with:

- Healthcare professionals involved in your care.
- Referrers, insurers, funders or solicitors under the arrangements explained to you.
- Relevant services where disclosure is justified for safeguarding or serious risk concerns.
- Courts or other bodies where disclosure is legally required.
- Technology providers supporting records, email, website enquiries and optional recording.
- Our accountant, HMRC, professional indemnity insurer or legal advisers, where relevant to their role.

We limit disclosures to information relevant to their purpose. We normally discuss disclosures of clinical information with you beforehand, unless doing so would increase risk, be legally prohibited or be impractical in an emergency.

International processing

pCloud and Plaud are configured to use EU storage. However, the location of stored files does not necessarily determine where all technical support, subprocessor or AI processing takes place.

Where information is transferred outside the UK, applicable UK data transfer requirements must be met, including recognised adequacy arrangements or appropriate safeguards where required.

You can contact us for information about the providers and transfer safeguards relevant to your information.

How long information is kept

Clinical records are normally retained for **seven years from your last therapy contact**.

A longer period may be necessary because of an ongoing complaint, legal claim, investigation or another applicable requirement. Any extension should be justified and reviewed.

Financial records are retained for the applicable statutory period. Other administrative information is retained for as long as necessary for its purpose.

The shorter arrangements for Plaud recordings, transcripts and generated files are explained above.

When records are no longer required, paper records are securely destroyed and electronic records are deleted. Copies in backups may remain until those backups are overwritten or expire under the relevant backup arrangements.

Your rights

Depending on the circumstances and the lawful basis used, you may have the right to:

- Be informed about how your information is used.
- Request access to your personal information.
- Request correction of inaccurate or incomplete information.
- Request deletion or restriction of processing.
- Object to processing based on legitimate interests.
- Receive certain information in a portable format.
- Withdraw consent where processing relies on consent.

These rights are not absolute. For example, records may need to be retained for legal claims, and access may be limited where a lawful exemption applies or another person's rights require protection.

A clinical opinion is not necessarily inaccurate because you disagree with it. You can ask for your disagreement to be recorded.

To exercise your rights, contact Nicole Hampton using the details above. We normally respond within one month, subject to applicable extensions or exceptions. We may need to verify your identity before releasing information.

Questions and complaints

Please contact Nicole Hampton if you have questions or concerns about your information:
admin@psych-logic.co.uk

You may also complain to the Information Commissioner's Office:

Website: <https://ico.org.uk/make-a-complaint/>

Telephone: 0303 123 1113

You do not have to complain to us before contacting the ICO.

Changes to this notice

We review this notice when our services, systems or information-handling arrangements change. The current version will be available through our website.