

# Mypsyche Customer Privacy Notice

**Registered name:** Cate Brothwell Ltd

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details:

Email [cate@mypsyche.co.uk](mailto:cate@mypsyche.co.uk)

## What information we collect, use, and why

We collect or use the following information to **provide and improve products and services for clients**:

- Names and contact details
- Address
- Pronoun preferences
- Occupation
- Date of birth
- Third party information (such as emergency contact details)
- Transaction data (including details about payments from you)
- Usage data (including information about how you interact with and use our services)

- Health information (such as physical or mental health conditions and medications)
- Information relating to compliments or complaints
- Records of sessions and decisions

We also collect or use the following information to **provide and improve products and services for clients**:

- Health information

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information

We collect or use the following personal information to **protect client welfare**:

- Names and contact information
- Health and wellbeing information
- Emergency contact details

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Transaction data
- Service interaction history
- Client records
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

We also collect or use the following information for **dealing with queries, complaints or claims**:

- Health information

### Lawful bases and data protection rights:

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data:

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

To communicate with clients, to arrange and provide counselling to clients after they have received relevant information and given consent.

To refer for appropriate support in the event of imminent risk of harm to self or others with or without written consent.

To gather relevant information about physical and mental health status and medication in order to ensure suitability of our service.

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **protect client welfare** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

To communicate with clients, to arrange and provide counselling to clients after they have received relevant information and given consent.

To refer for appropriate support in the event of imminent risk of harm to self or others with or without written consent.

To gather relevant information about physical and mental health status and medication in order to ensure suitability of our service.

- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

#### **Where we get personal information from:**

- Directly from you
- Referring counselling or psychotherapy providers or health professionals

**How long we keep information:**

Mypsyche stores personal information for 7 years after which it is deleted

**Who we share information with:**

Others we share personal information with

- Other counselling or psychotherapy providers or health professionals with your written consent
- Emergency services
- If I am required to provide my notes to a court of law by subpoena

**How to complain:**

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

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

**Last updated**

**17th May 2025**