



GDPR Privacy Policy – Nikita Therapy

1. Introduction

At Nikita Therapy, I take your privacy seriously and want you to feel confident about how your personal information is handled. This policy explains what data I collect, why I collect it, and how it's protected, in line with the UK GDPR and Data Protection Act 2018. This applies to all services under Nikita Therapy, including counselling (online, telephone, and face-to-face), mental health first aid training, and consultancy work.

2. Data Controller

Name: Nikita Penny (Trading as Nikita Therapy)

Legal status: Sole Trader

Email: admin@nikitatherapy.com

Telephone/Whatsapp: 07360 660976

As the Data Controller, I determine how and why your personal data is processed.

3. Lawful Basis for Processing

I collect and process personal information based on:

- Contract - to deliver agreed therapy or training services.
- Legitimate Interest - to manage business operations and respond to enquiries.
- Legal Obligation - to meet professional, ethical, and tax requirements.
- Consent - when you agree to specific uses. (e.g. newsletters or sensitive information).

4. What Information I Collect

Depending on our work together, I may collect:

- Your name and contact details
- Emergency contact information
- Information you share during sessions or on forms
- Payment or booking information (if applicable)
- For MHFA or training – participant name, employer details, and certificate data shared with Nuco Training Ltd and awarding bodies

5. How Your Data Is Stored

Client records and notes are stored securely within Halaxy, which uses encrypted storage and security measures designed to support compliance with UK data protection legislation.

Emails and website form submissions are stored on password-protected, encrypted devices and systems.

6. Data Sharing

Data may be shared only when:

- Required by law (e.g. safeguarding, court order)
- With your explicit consent (e.g. liaising with a GP or employer)
- For MHFA certifications with Nuco Training Ltd and regulated awarding bodies.

As part of maintaining safe and ethical practice, anonymised aspects of client work may be discussed within professional clinical supervision. No identifying information is routinely shared unless required by law, safeguarding obligations, or with your consent.

All third-party processors I use are GDPR compliant.

7. Data Retention

- Counselling records - kept for 7 years after therapy ends.
- Training records - kept for 3 years. (for certification and verification).
- Website enquiries - retained for up to 12 months unless you become a client.

After these periods, data is securely deleted.

8. Your Rights

Under UK GDPR you can:

- Access a copy of your data
- Request correction or deletion
- Withdraw consent (where relevant)
- Restrict or object to processing
- Request data transfer (portability)

To make a request, email: admin@nikitatherapy.com. I'll respond within one month.

9. Security Measures

I maintain strict safeguards to protect data, including encrypted systems, 2FA, and minimal data collection. Confidentiality is central to my professional and ethical practice.

10. Cookies and Website Analytics

My website (hosted via Wix) uses essential cookies and basic analytics to help me understand how visitors use the site. No personally identifiable information is collected without your consent. You can disable cookies at any time in your browser settings.

11. Data Protection Complaints

If you have concerns about how your personal data is collected, stored, used, or shared, please contact me in the first instance using the details below:

Email: admin@nikitatherapy.com Telephone: 07360 660976

I will acknowledge your complaint within 30 days and aim to investigate and respond without undue delay.

If you remain dissatisfied with the outcome, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Website: www.ico.org.uk

Telephone: 0303 123 1113

12. Updates to This Policy

This policy is reviewed annually or when legal or practice changes occur. The latest version will always be available at www.nikitatherapy.com.