

Privacy Policy

Last updated: 22 July 2026

Who we are

Balanced Mind UK is a private therapy practice run by Jana Martiskova. I am a qualified counsellor and psychotherapist, and I am committed to protecting your personal data in accordance with UK GDPR, the Data Protection Act 2018, and the Data (Use and Access) Act 2025.

If you have any questions about how I handle your personal data, please contact me at [jana \[at\] balancedminduk.com](mailto:jana@balancedminduk.com) (please replace [at] with @ when emailing).

What personal data we collect

I collect and process the following types of personal data:

- **Contact details** — your name, email address, telephone number, and postal address
- **Health and therapy-related information** — presenting issues, relevant medical history, mental health history, medications, GP details where relevant
- **Session notes** — my records of our therapeutic work together
- **Contract and consent records** — signed therapy agreements and consent forms
- **Financial records** — invoices and payment records

Important: Health and therapy-related information is classified as "special category data" under Article 9(1) of the UK GDPR. This means it receives enhanced legal protection, and I must meet additional conditions to process it lawfully.

I also collect enquiry details you submit via the contact form on my website, including your name, email address, and the content of your message.

How we collect your data

I collect your personal data directly from you:

- When you first make contact with me by telephone, email, or through my website contact form
- During our initial consultation and intake process

- Throughout our therapeutic work together during sessions
- Through any correspondence between us by email or telephone

I do not collect personal data about you from any other source.

Why we process your data — lawful basis

To process your personal data lawfully under UK GDPR, I rely on the following legal bases:

Article 6 basis (ordinary personal data): Article 6(1)(b) UK GDPR — processing is necessary for the performance of the therapeutic contract between us. This means I need to process your contact details, session records, and related information to provide you with therapy services.

Article 9 basis (special category health data): Article 9(2)(h) UK GDPR — processing is necessary for the provision of health or social care treatment by a health professional. The additional condition required under the Data Protection Act 2018 is Schedule 1, Part 1, paragraph 2 (health or social care). Processing is carried out by a qualified counsellor/psychotherapist subject to the professional obligation of confidentiality under the code of ethics and practice of NCPS.

Professional obligations and CPD

I am required by NCPS to attend regular clinical supervision as part of my professional practice. I may discuss our therapeutic work with my supervisor to ensure I am providing you with the best possible care.

When I do so:

- Your name and any identifying details are **not** shared with my supervisor
- I use anonymised or pseudonymised case material only
- My clinical supervision is provided by a qualified professional bound by the same confidentiality obligations as I am
- My supervisor is bound by their own professional code of ethics and practice

Clinical will — what happens to your records if I am unable to practise

I am currently putting arrangements in place for a clinical executor — a trusted colleague who would manage my client records securely if I were to become suddenly incapacitated or pass away. Once these arrangements are finalised, I will update this policy and inform you of the details.

Who we share your data with

Beyond clinical supervision (described above), I use the following third-party services which may process your data:

- **WordPress** — my website platform
- **Google Maps** — embedded on my website for directions
- **Google reCAPTCHA** — protects my contact form from spam
- **Zoom** — for online therapy sessions

Each of these services is bound by a data processing agreement and publishes its own privacy policy with further detail.

I never sell your personal data to any third party.

International data transfers

The following third-party services I use may transfer personal data outside the United Kingdom:

- **WordPress** (Automattic Inc, USA)
- **Google Maps** (Google LLC, USA)
- **Google reCAPTCHA** (Google LLC, USA)
- **Zoom** (Zoom Video Communications Inc, USA)

Where data is transferred to the USA, I rely on Standard Contractual Clauses (SCCs) or International Data Transfer Agreements (IDTAs) as appropriate safeguards, in accordance with UK GDPR Chapter V and the updated requirements of the Data (Use and Access) Act 2025. The USA does not currently have a UK adequacy decision. Details of these safeguards are set out in each provider's own privacy documentation.

How long we keep your data

I retain your personal data for the following periods:

Type of record	Retention period
Therapy records (including session notes and therapy agreement)	7 years after our last session, in line with the Limitation Act 1980 and standard professional indemnity insurance requirements
Financial records	6 years (HMRC legal requirement)
Website enquiries (non-clients)	12 months

After the applicable retention period ends, electronic records are permanently deleted.

Your rights under UK GDPR

You have the following rights regarding your personal data:

- **Right to be informed** — to know how I use your data (this privacy policy)
- **Right of access** — to request a copy of the personal data I hold about you
- **Right to rectification** — to have inaccurate data corrected
- **Right to erasure** — to request deletion of your data in certain circumstances. However, this right is not absolute: I may need to retain your records until the end of the applicable retention period where required by professional guidelines, insurance, or law
- **Right to restrict processing** — to limit how I use your data in certain circumstances
- **Right to data portability** — to receive your data in a portable format
- **Right to object** — to object to certain types of processing
- **Rights related to automated decision-making** — I do not use automated decision-making or profiling

To exercise any of these rights, please contact me at jana [at] balancedminduk.com (please replace [at] with @ when emailing).

Under the Data (Use and Access) Act 2025, when responding to a subject access request, I will conduct a reasonable and proportionate search for your personal data.

Data protection complaints — your right under the Data (Use and Access) Act 2025

You have the right to make a data protection complaint directly to me. You can submit a complaint at <https://balancedminduk.policydiary.co.uk> (Make a complaint tab) or contact me at jana [at] balancedminduk.com.

If you are not satisfied with my response, you may escalate your complaint to the Information Commissioner's Office (ICO):

- Website: ico.org.uk
- Telephone: 0303 123 1113
- Post: ICO, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Confidentiality exceptions

Everything you share with me in therapy is confidential. However, there are limited circumstances where I may

need to share information without your consent:

- **Risk of serious harm** — if I believe you or someone else is at serious risk of harm
- **Safeguarding concerns** — if there are concerns about a child or vulnerable adult being at risk
- **Court order** — if a court orders disclosure of your records
- **Legal requirement** — if disclosure is required by law (for example, under terrorism legislation)

I will always try to discuss this with you first, unless doing so would itself put someone at risk.

Changes to this policy

I review this privacy policy annually and whenever my practices change. If I make any significant changes that affect how I handle your personal data, I will inform you directly.

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