

GDPR (March 2026)

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The purpose of processing client data

I hold and use client data to provide you with the best possible treatment and support.

Lawful basis for holding and using client information

The lawful basis under which I hold and use data for information is my legitimate interest - i.e. my requirement to retain the information to provide you with the best possible treatment and support.

As I hold special category data (i.e. health related information), the Additional Condition under which I hold and use this information is as follows:

For me to fulfil my role as a Psychotherapist, I am a member of the United Kingdom council for Psychotherapists and treat your confidentiality as defined in their Codes of Practice and Ethics.

What information I hold and what I do with it

To give professional psychological counselling and psychotherapy, I will need to ask for and keep information about your physical and mental health. I will only use this for informing therapy treatments and any advice that I give as a result of your treatment.

The information to be held is:

- Your contact details
- Medical history (where necessary)
- Other health-related information (where necessary)

Treatment details and related notes

I will NOT share your information with anyone else without explaining why it is necessary and getting your explicit consent. I will keep your information for 3 years following your last treatment in line with the lawful basis listed above.

Protecting your personal data

I am committed to ensuring that your personal data is secure. To prevent unauthorised access or disclosure, I have put in place appropriate technical, physical and managerial procedures to safeguard and secure the information that I collect from you.

Personal data will only be collected by and stored within a secure, encrypted, cloud-based content management system, which is compliant with GDPR legislation.

Your rights

GDPR gives you the following rights:

- The right to be informed: To know how your information will be held and used (this notice).
- The right of access: To see your therapist's records of your personal information, so you know what is held about you and can verify it.
- The right to rectification: To tell your therapist to make changes to your personal information if it is incorrect or incomplete.
- The right to erasure (also called "the right to be forgotten"): For you to request your therapist to erase any information they hold about you
- The right to restrict processing of personal data: You have the right to request limits on how your therapist uses your personal information
- The right to data portability: under certain circumstances you can request a copy of personal information held electronically so you can reuse it in other systems.
- The right to object: To be able to tell your therapist you don't want them to use certain parts of your information, or only to use it for certain purposes.
- Rights in relation to automated decision-making and profiling.
- The right to lodge a complaint with the Information Commissioner's Office (ICO):
 - To be able to complain to the ICO if you feel your details are not correct, if they are not being used in a way that you have given permission for, or if they are being stored when they do not have to be.

Full details of your rights can be found at <https://ico.org.uk/for-organisations/guide-to-the-general-dataprotectionregulation-gdpr/individual-rights/>.

If you wish to exercise any of these rights, please email me at dee@crossriverwellbeing.com. If you are dissatisfied with the response you can complain to the Information Commissioner's Office at www.ico.org.uk

Therapist's rights

Please note:

If you do not agree to 5T Consulting Ltd keeping records of information about you and your treatments, or if you do not allow the use of the information in the way needed for treatments, I may not be able to treat you.

DECLARATION I consent to you holding and using my information as outlined above, and understand that I may withdraw that consent at any time.