

Finding My Way Play Therapy

Privacy Notice

Last updated: September 2026

1. Who I am

Finding My Way Play Therapy is a private Play Therapy practice run by **Tessa Cope**.

I am the **Data Controller** responsible for the personal information I collect and use in providing Play Therapy services.

Contact: Tessa Cope, Finding My Way Play Therapy

Email: tessacopeplaytherapy@gmail.com

2. What information I collect

Depending on the services you are using, I may collect and use information about you and your child, including: names and contact details; your child's date of birth and age; home and school information; information about your child's needs, circumstances and reasons for referral; emotional, behavioural, developmental or educational needs; medical conditions and allergies; relevant family or social information; safeguarding information; information provided during parent consultations and Play Therapy sessions; session notes and other clinical records; correspondence; and information needed for administration, invoicing and financial records.

Some of this information may be **special category data**, such as information relating to physical or mental health.

3. Why I collect and use your information

I collect and use personal information to consider and process referrals; assess whether Play Therapy is appropriate; provide and manage Play Therapy services; communicate with parents, carers and relevant professionals; provide appropriate support; maintain clinical, safeguarding and administrative records; manage payments and accounts; meet legal, professional and insurance requirements; and protect the wellbeing and safety of children and others.

I only collect information that is relevant and necessary for these purposes.

4. My lawful basis for using your information

Under the UK GDPR, I need a lawful basis for processing personal information. Depending on the purpose, I may rely on contract or steps taken before entering into a contract; legal obligation; legitimate interests where appropriate and necessary; and consent where consent is the appropriate lawful basis.

Where I process **special category information**, such as health information, an additional condition under Article 9 of the UK GDPR is required.

Where I rely on consent, you can withdraw that consent at any time by contacting tessacopeplaytherapy@gmail.com. Withdrawing consent does not affect processing that has already taken place lawfully.

5. Children's information

Because Play Therapy involves working with children, I may collect and process information about a child from parents, carers, schools and other referrers. I take particular care to ensure that information about children is collected, used and stored appropriately and securely.

Where information is provided by someone other than a parent or person with parental responsibility, I will consider what consent or other lawful basis is required before processing the information further.

6. Who I may share information with

I keep information confidential wherever possible. Information may be shared where necessary and lawful with parents or carers; schools or other professionals involved in supporting your child, where appropriate and authorised; my Play Therapy supervisor, using anonymised information wherever possible; safeguarding services or other relevant agencies where there is a safeguarding concern or legal requirement; professional, legal or insurance advisers where necessary; and service providers who process information on my behalf.

One service provider I use is **Jotform**, which provides the online referral form used by Finding My Way Play Therapy.

I do not sell personal information.

7. Keeping your information secure

I take reasonable and appropriate steps to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. Electronic information is stored using password-protected systems and appropriate security measures. My online referral form is encrypted, and my Jotform account is configured to use the European data centre. Paper records are stored securely in a locked filing cabinet.

8. How long I keep information

I keep information only for as long as necessary and in accordance with my retention policy and relevant legal, professional and insurance requirements.

My current retention policy provides for **client records, including session notes and initial consultation records, to be retained until the child's 25th birthday.**

Different types of information may have different retention periods, including financial, safeguarding, insurance, complaint and administrative records.

Where a referral is made but you decide not to proceed, information will be reviewed and deleted in accordance with my retention policy, unless there is a lawful reason why it needs to be retained.

9. Your rights

Depending on the circumstances and the lawful basis for processing, you may have rights including access to personal information; correction of inaccurate or incomplete information; erasure where the law allows; restriction of processing; objection to certain processing; data portability where applicable; and withdrawal of consent where I rely on consent.

To exercise a right, contact **tessacopeplaytherapy@gmail.com**. I will respond in accordance with applicable data protection requirements.

10. Confidentiality and safeguarding

Information shared during Play Therapy is treated as confidential. However, confidentiality cannot be absolute. Information may need to be shared without your consent where necessary to protect a child or another person from serious harm, where there is a safeguarding concern, where I have a legal obligation to disclose information, or where disclosure is otherwise permitted or required by law. Where appropriate, I will discuss information-sharing with you.

11. Website information and cookies

My website may collect information through cookies and similar technologies. Where cookies or similar technologies require consent, this will be requested in accordance with applicable requirements.

12. Complaints

If you have concerns about how I have handled your personal information, please contact me first at **tessacopeplaytherapy@gmail.com**.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's independent supervisory authority for data protection.

ICO: ico.org.uk

Telephone: 0303 123 1113

13. Changes to this Privacy Notice

I may update this Privacy Notice from time to time to reflect changes to my services, how information is processed, or changes in data protection requirements. The latest version will be made available on my website.

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