



PSYCHOLOGY SERVICES LTD
Care | Compassion | Commitment

Privacy Policy

I am Dr Eleanor Cross, a HCPC-registered Clinical Psychologist providing psychological therapy in private practice. I am committed to protecting your personal data and handling it in line with UK GDPR, HCPC standards, and British Psychological Society guidance.

Why I collect information

Personal information is collected to provide safe, effective psychological assessment and therapy. This is done under the lawful basis of legitimate interests and healthcare provision.

What information I collect

This may include contact details, date of birth, relevant personal and health history, therapy notes, and payment information. Only information necessary for your care and legal obligations is collected.

How information is stored

All records are stored securely with appropriate safeguards to prevent unauthorised access, loss, or misuse.

How long information is kept

Clinical records are kept securely for 7 years, in line with professional and legal requirements, and then safely destroyed.

Sharing information

Your information is treated as confidential. It is only shared when necessary, such as for insurance billing, anonymised clinical supervision, safeguarding concerns, or where legally required. Wherever possible, this is discussed with you first.

Your rights

You have the right to access your data, request corrections, and raise concerns about how your information is used. Requests are usually responded to within one month.

If you have concerns, please contact me directly. You also have the right to complain to the Information Commissioner's Office (ICO).