

Privacy Policy

Last updated: 13 August 2026

This Privacy Policy explains how Rachel Power, trading as Rachel Power Psychotherapy, a therapist registered with the BACP (British Association for Counselling and Psychotherapy) and COSRT (College of Sexual and Relationship Therapists) (“I”, “me”, “my”), collects, uses and protects your personal information when you visit this website or contact me through it.

I am the data controller for the purposes of UK GDPR and the Data Protection Act 2018.

Contact: contact@rachelpowerpsychotherapy.com

1. What this website does — and doesn’t — collect

This website does **not** use cookies, analytics, tracking pixels, or embedded third-party content (such as YouTube videos). No information about your visit to this site is collected simply by browsing it.

The only personal data collected is what you choose to submit through the **contact/booking form**, used by prospective clients to get in touch or request a session.

The website also links out to my LinkedIn profile. This is a plain link — clicking it takes you to LinkedIn’s own website, where LinkedIn’s privacy policy applies. No LinkedIn data, cookies, or tracking is loaded on this site itself, and I don’t receive any information about you unless you choose to visit or interact with my profile there.

2. Information collected through the contact form

When you complete the contact form, I collect:

- Your name
- Your email address
- Whether you’d like to be contacted by phone (and, if provided, a phone number)
- The topic you’ve selected (e.g. Relationship Therapy, Psychosexual Therapy)
- How you’ve described yourself (e.g. individual seeking therapy, couple, group work inquiry, training or supervision, speaking engagement enquiry, other)
- Any message or additional details you choose to write

A note on sensitive information: Because this is a therapy enquiry form, the message you write may include details about your mental health, relationships, or other sensitive (“special category”) information. I only process this because you have chosen to share it with me, for the purpose of responding to your enquiry — this is treated as being provided with your **explicit consent** (UK GDPR Article 9(2)(a)). Please only include what you’re comfortable sharing by email; you don’t need to go into detail at this stage.

3. How this information is used

Your information is used only to:

- Respond to your enquiry
- Arrange and confirm therapy sessions, if you choose to proceed
- Contact you by phone, if you’ve indicated you’re happy to be contacted that way

I do not use your information for marketing, and I do not sell, rent, or share it with third parties for their own marketing purposes.

4. Lawful basis for processing

- Responding to your enquiry and arranging sessions: **legitimate interests** (running my practice) and, where you become a client, steps taken **prior to entering into a contract**.
- Any sensitive details you share about your mental health or personal circumstances: **explicit consent**, given by submitting the form.

5. Who your information is shared with

Form submissions are processed via Webflow’s built-in form functionality and delivered to my email address. My email hosting provider processes messages on my behalf as a data processor and does not use them for its own purposes.

Webflow, Inc. is based in the United States. Where form data passes through or is stored on Webflow’s servers outside the UK, this is covered by Webflow’s own data processing terms and standard international transfer safeguards (such as the UK’s International Data Transfer Addendum).

I don’t share your information with any other third party, except where required by law, or where necessary to protect someone’s safety (see

the note on confidentiality below).

A note on professional confidentiality: As a therapist, everything shared with me — including in initial enquiries — is treated in line with the BACP and COSRT codes of ethics and standard confidentiality practices used in clinical work, including the limited circumstances in which confidentiality may need to be broken (such as risk of serious harm to yourself or others). This is separate from, and in addition to, my obligations under data protection law.

6. Where your information is stored

Form submissions are processed via Webflow, which is based in the United States. My email is hosted separately; where any provider stores data outside the UK, appropriate safeguards (such as the UK's International Data Transfer Addendum) are in place.

7. How long your information is kept

- If you enquire but don't go on to become a client, your enquiry details are kept for 6 months and then deleted.
- If you become a client, your contact details and clinical records are kept for a minimum of 7 years after the end of therapy. Where a client was under 18 at the time of treatment, records are kept until their 25th birthday.

8. Your rights

Under UK GDPR, you have the right to:

- Access the personal information I hold about you
- Ask me to correct inaccurate information
- Ask me to delete your information (subject to any legal or professional obligations to retain it)
- Restrict or object to how your information is used
- Withdraw consent at any time, where processing is based on consent
- Complain to the Information Commissioner's Office (ICO) if you're unhappy with how your information has been handled — ico.org.uk, 0303 123 1113

To exercise any of these rights, contact me at contact@rachelpowerpsychotherapy.com.

9. Security

I take reasonable steps to protect your information, including using reputable, secure providers for my website, forms, and email, and limiting access to your information to myself.

10. Children

This website and its services are intended for adults. If you are under 18 and wish to make contact, please do so with the involvement of a parent or guardian, or seek age-appropriate support elsewhere.

11. Changes to this policy

I may update this policy from time to time, for example if the services on this website change. The "last updated" date at the top will reflect the most recent revision.

12. Contact

If you have any questions about this policy or how your information is handled, please contact me at contact@rachelpowerpsychotherapy.com.