

Privacy Policy

Dr Juliet Young

Website: drjulietyoung.co.uk

Email: dr.julietyoung@outlook.com

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I take your privacy and confidentiality seriously. This privacy policy explains what personal information I collect, why I collect it, how it is stored and protected, and your rights in relation to your information.

I am Dr Juliet Young, a Clinical Psychologist providing psychological assessment, therapy and related professional services. I am the data controller for personal information processed through my private practice and handle information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have any questions about this policy or how I use your information, you can contact me at **dr.julietyoung@outlook.com**.

What information do I collect?

The information I collect depends on how you interact with me. It may include:

- your name and contact details;
- information you provide when making an enquiry;
- appointment and administrative information;
- payment and invoicing information;
- assessment information;
- clinical notes and records;
- correspondence relating to your care;
- information about your physical and mental health; and
- relevant personal, family, developmental and social information that you choose to share during assessment or therapy.

Information relating to your physical or mental health is considered **special category data** under UK data protection law and receives additional protection.

I only aim to collect information that is relevant and necessary for providing my services.

Enquiries through my website

You can contact me through my website, which is hosted by Wix.

Please avoid including extensive or highly sensitive clinical information in your initial enquiry unless it is necessary.

If you provide clinical information that needs to form part of your clinical record, I will transfer relevant information to my secure clinical record-keeping system. Where appropriate, unnecessary copies containing sensitive information will then be deleted from my email or website communication systems.

I do not operate a marketing mailing list through this website and will not use information you provide when making an enquiry or accessing therapy to send you marketing emails.

How will I use your information?

I may use your information to:

- respond to enquiries;
- determine whether I can offer an appropriate service;
- arrange and manage appointments;
- provide psychological assessment and therapy;
- maintain appropriate clinical records;
- communicate with you about your care;
- prepare assessments, reports or other clinical documents where appropriate;
- process payments and maintain financial records;
- meet my professional, ethical, regulatory and legal responsibilities; and
- respond appropriately to safeguarding or serious safety concerns.

My legal basis for using your information

Data protection law requires me to have a lawful basis for processing your personal information.

Depending on the circumstances, I may process your information because it is necessary to take steps before entering into a contract with you, to provide services under our therapeutic or professional agreement, to comply with a legal obligation, or because I have a legitimate interest in operating a safe and professionally accountable psychological practice.

Psychological services also involve processing information about your health. This is **special category data**. Where applicable, I process this information under the provisions of UK GDPR that allow health information to be processed for the provision and management of health or social care by a professional who is subject to professional confidentiality.

There may also be limited circumstances in which information needs to be processed to protect someone's vital interests or for the establishment, exercise or defence of legal claims.

How are my clinical records stored?

I maintain clinical records so that I can provide safe and appropriate psychological care and meet my professional responsibilities.

Paper records are stored securely in a locked filing cabinet.

Electronic clinical information is stored using a secure clinical record-management system selected with appropriate data protection, confidentiality and security safeguards.

Access to clinical information is restricted, and reasonable physical and electronic security measures are used to protect your information.

Use of Heidi AI

I use **Heidi**, an AI-assisted clinical documentation tool, to support clinical note-taking and administration.

With your knowledge and agreement, Heidi may be used during a session to transcribe our conversation and generate a draft clinical note. I may also use Heidi to help draft or structure clinical documentation, including assessment summaries.

Heidi is a documentation tool and does not replace my professional judgement. I review and edit relevant documentation before it becomes part of your clinical record. I remain professionally responsible for my clinical records and decisions about your care.

I do not use Heidi to make solely automated decisions about your psychological care.

I will discuss the use of Heidi with you before using it to transcribe a session. If you would prefer not to have Heidi used during your sessions, please let me know.

Online sessions

Online appointments take place using **Zoom**.

I do not routinely make audio or video recordings of sessions. Where Heidi is being used with your agreement, information from the conversation may be transcribed for the clinical documentation purposes described above.

I encourage clients to attend online sessions from a private space where possible.

Payments

Payments may be processed through **Wix Payments, Stripe or PayPal**.

These companies may process information required to complete your payment, such as your name, billing information and transaction details. Their own privacy policies will also apply to information they process.

I do not need to receive or store your full debit or credit card details when your payment is

processed directly by these providers.

Will my information be shared?

Your psychological information is confidential. I will not routinely share identifiable clinical information with other people or organisations without discussing this with you.

There are some circumstances in which information may need to be shared. These include where:

- you have asked or agreed for information to be shared;
- sharing is necessary for your care;
- I am legally required to disclose information;
- there is a serious concern about your safety or the safety of another person;
- information needs to be shared for safeguarding purposes; or
- disclosure is necessary in connection with legal proceedings or my professional obligations.

I also use trusted services to help operate my practice. These include services for website hosting, clinical record keeping, video appointments, payment processing and clinical documentation. Where these organisations process information on my behalf, I take appropriate steps to ensure suitable privacy and security arrangements are in place.

Clinical supervision

Clinical supervision and consultation are an important part of safe and ethical psychological practice. I may discuss aspects of my clinical work with appropriately qualified professionals as part of supervision or professional consultation.

I minimise identifying information wherever possible, and professionals involved in supervision or consultation are expected to maintain appropriate confidentiality.

How long will my information be kept?

I only keep personal information for as long as it is reasonably necessary.

Clinical records may need to be retained after therapy has ended in accordance with relevant professional, legal, regulatory and insurance requirements. The appropriate period can vary depending on the type of service provided and individual circumstances.

When information is no longer required, it will be securely deleted or destroyed.

Administrative information that does not need to form part of your clinical record will generally be deleted sooner when it is no longer needed. Some financial information must be retained for accounting and tax purposes.

Website and cookies

My website is hosted through **Wix**. Like most websites, it may use cookies and similar

technologies that are necessary for the website to work correctly and may collect limited technical information about how the website is used.

Where consent is required for non-essential cookies, you will be given the opportunity to manage your preferences through the website's cookie settings.

International data processing

Some technology providers may process or store information outside the UK.

Where personal information is transferred internationally, I take appropriate steps to ensure that the necessary data protection safeguards are in place.

When selecting services that may process sensitive clinical information, I also consider their privacy, security and data-storage arrangements.

Your rights

Data protection law gives you a number of rights in relation to your personal information. Depending on the circumstances, these may include the right to:

- know how your information is being used;
- request access to information I hold about you;
- ask for inaccurate information to be corrected;
- request deletion of your information in certain circumstances;
- ask for processing to be restricted in certain circumstances;
- object to certain uses of your information; and
- request transfer of your information where the right to data portability applies.

These rights are not absolute. For example, I may sometimes be required to retain clinical information because of professional or legal obligations.

If you would like to exercise any of these rights, please contact me at **dr.julietyoung@outlook.com**.

Keeping your information safe

I take reasonable steps to protect personal and clinical information from loss, misuse, unauthorised access or disclosure.

This includes secure storage of paper records, appropriate security measures for electronic records and limiting access to confidential information.

If a personal data breach occurs, I will assess the potential impact and take appropriate action. Where required by law, I will report the breach to the Information Commissioner's Office (ICO) and inform affected individuals.

Concerns or complaints

If you have any questions or concerns about how I have handled your personal

information, please contact me at **dr.julietyoung@outlook.com** so that I can try to resolve the issue.

You also have the right to raise a concern with the **Information Commissioner's Office (ICO)**, the UK's independent regulator for data protection.

Further information about your rights is available on the ICO website.

Changes to this policy

I may update this privacy policy if my services, the systems I use or relevant legal requirements change.

The most recent version will always be available on this website, with the date of the latest update shown at the top.