

Klara's Lighthouse

Online Therapy & Hypnotherapy | NCPS Registered | Hypnotherapy Society

Privacy Notice

Last updated: July 2026

1. Who We Are

Klara's Lighthouse is an online psychotherapy and hypnotherapy practice operated by a sole practitioner

registered with the National Counselling and Psychotherapy Society (NCPS) and the Hypnotherapy Society.

We are registered with the Information Commissioner's Office (ICO) as a data controller.

ICO Registration Number: ZC161803

Email: janina@klaraslighthouse.com

Phone / WhatsApp: +44 7442 323284

Website: www.klaraslighthouse.com

2. What Personal Data We Collect

We may collect and process the following personal data:

- Your name and contact details (email address, phone number)
- Information you share during therapy sessions or in correspondence
- Appointment and billing records
- Any other information you choose to provide

We may also process special category data including information about your mental and physical health, as necessary to provide therapy services.

3. Why We Collect Your Data and Our Lawful Basis

Under UK GDPR we process your data on the following lawful bases:

Purpose	Lawful Basis
Providing therapy services	Contract
Maintaining clinical records	Legitimate interests
Compliance with professional body requirements	Legal obligation
Processing health information	Explicit consent / substantial public interest

We will never use your data for marketing purposes or sell it to third parties.

4. How Long We Keep Your Data

In line with professional guidelines we retain client records for a minimum of 7 years after the end of therapy. After this period your data will be securely destroyed.

5. Who We Share Your Data With

We do not share your personal data with third parties except in the following circumstances:

- Clinical supervision-information may be discussed in an anonymised form to protect your identity, as required by our professional body
- Legal requirement- if required to do so by law or court order
- Risk of harm-if there is serious concern about risk to you or others, in line with our professional ethical obligations

6. Data Security

We take the security of your personal data seriously:

- All electronic records are stored securely with password protection
- Video sessions are conducted via encrypted platforms
- Only the practitioner has access to your records
- We follow ICO guidance on data security at all times

7. International Transfers

Your personal data is stored and processed within the UK. We do not transfer your data outside the UK without appropriate safeguards in place.

8. Your Rights

Under UK GDPR you have the following rights:

Right	What it means
Access	Request a copy of the data we hold about you
Rectification	Request correction of inaccurate data
Erasure	Request deletion of your data (subject to legal obligations)
Restriction	Request we limit how we use your data
Objection	Object to our processing of your data
Portability	Request your data in a portable format
Withdraw consent	Withdraw consent at any time where applicable

To exercise any of these rights please contact us at janina@klaraslighthouse.com. We will respond within one calendar month.

9. Cookies

Our website may use essential cookies to ensure it functions correctly. We do not use tracking or marketing cookies. For more information please refer to our cookie policy.

10. Changes to This Notice

We may update this privacy notice from time to time. The most current version will always be available on

this website. We will notify you of any significant changes where appropriate.

11. How to Complain

If you have any concerns about how we handle your personal data, please contact us directly in the first

instance so we can try to resolve this promptly.

If you remain dissatisfied, you have the right to lodge a complaint with the UK's supervisory authority for

data protection:

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Phone: 0303 123 1113

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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