

Andrew Jenkins Therapy

Privacy Policy

Last updated: June 2026

Who I am

I am Andrew Jenkins, a sole practitioner therapist trading as Andrew Jenkins Therapy. My practice address is 4 Staple Inn, London, WC1V 7QH. You can contact me at mail@andrewjenkinstherapy.com or +44 7786 568 330.

For the purposes of UK data protection law, I am the data controller for personal information collected through this website and in the course of my therapeutic work. I am registered with the Information Commissioner's Office (ICO) under registration number **ZB682547**.

What information I collect and why

Website enquiries

When you use the contact form on this website, I collect your name and email address, and any information you choose to include in your message. I use this to respond to your enquiry. The lawful basis for this is legitimate interests — specifically, responding to people who contact me.

Client data

If we begin working together, I collect and hold personal information including your name, contact details, emergency contact details, and limited notes relating to our therapeutic work. Because therapy involves discussion of your health and wellbeing, this may include special category data under UK GDPR (health and mental health information).

The lawful basis for processing this data is **contract** (our therapeutic agreement) and **legal obligation** (my professional and ethical duties as a therapist and member of the NCPS). For special category health data, the additional condition is **Article 9(2)(h)** — processing necessary for the provision of health care or treatment.

Website cookies

This website uses cookies. Please see the cookie banner when you first visit for details and to manage your preferences.

How long I keep your data

Type of data	Retention period
Enquiry data (contact form)	Deleted after 12 months if no therapeutic relationship follows
Client records	Retained for 5 years after the end of therapy, in line with NCPS guidance

Who I share your data with

I do not sell or share your personal data with third parties for marketing purposes.

In limited circumstances I may share information with:

- A clinical supervisor, for supervision purposes (an ethical requirement of my professional practice — supervision is confidential)
- Third parties if required by law, or where I believe there is a serious and immediate risk of harm to you or others
- The platforms and services listed in the section below

Tools and platforms I use

I use the following tools and platforms in the course of my practice. Each acts as a data processor on my behalf and has its own privacy policy.

Platform	Purpose and privacy information
Zoom	Online therapy sessions — zoom.us/privacy
BiLateral Base	Online EMDR sessions — bilateralbase.com
Apple Contacts / iCloud	Storing client contact details — apple.com/legal/privacy (data may be stored on Apple servers outside the UK; Apple maintains UK/EEA adequacy standards)
Apple FaceTime	Occasional video sessions — apple.com/legal/privacy
Starling Bank	Invoicing and payment records — starlingbank.com/privacy-policy
ClinicalWill.app	Clinical will and records succession planning. In the event of my sudden death or incapacitation, your name, email address and phone number held on this platform will be accessed by my Professional Executor (a trusted colleague and therapist) solely to inform you and support continuity of your care. ClinicalWill.app Ltd acts as a data processor on my behalf. ICO registration: ZB709337 — clinicalwill.app/privacy_notice

Where your data is stored

Your data is stored securely within the UK where possible. iCloud data may be stored on Apple servers outside the UK; Apple maintains EU/UK adequacy standards. Where any platform processes data outside the UK, I satisfy myself that adequate protections are in place.

Your rights

Under UK GDPR you have the right to:

- Access the personal data I hold about you
- Correct inaccurate or incomplete data
- Request deletion of your data (subject to my professional and legal obligations to retain records)
- Object to or restrict processing in certain circumstances
- Data portability in some circumstances

To exercise any of these rights, please contact me at mail@andrewjenkinstherapy.com.

Data protection complaints

If you have a concern about how I handle your personal data, please contact me in the first instance at **mail@andrewjenkinstherapy.com** with the subject line “**Data Protection Complaint**”. I will acknowledge your complaint within 30 days and respond without undue delay.

If you are not satisfied with my response, you have the right to complain to the Information Commissioner’s Office (ICO):

- Telephone: 0303 123 1113
- Website: www.ico.org.uk/make-a-complaint

Changes to this policy

I will update this policy when my practices change or when the law requires it. The date at the top of this page indicates when it was last revised.