



Privacy and Data Protection

Saiyna Therapy is committed to protecting your privacy and handling your personal information securely and transparently. We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other relevant data protection legislation.

These regulations ensure that your personal, sensitive, and confidential information is collected, stored, and processed lawfully, fairly, and securely.

What Information Do I Collect?

To provide counselling and psychotherapy services, I may collect:

- Your name, address, email address, telephone number, and date of birth
- Emergency contact details
- GP details (with your consent)
- Information relating to your physical and mental health
- Information shared during therapy sessions
- Brief clinical notes relating to our work together

As a counselling and psychotherapy service, Saiyna Therapy processes special category data relating to health, wellbeing, family relationships, and other sensitive personal information. This information is processed solely for the purpose of providing therapeutic services and meeting professional, ethical, legal, and insurance requirements.

Why Do I Collect This Information?

Your information is collected to:

- Provide counselling and psychotherapy services
- Maintain appropriate clinical records
- Ensure continuity and quality of care
- Contact you regarding appointments and service-related matters
- Meet professional, ethical, legal, and insurance requirements

Your contact details, GP information, and emergency contacts will only be used where appropriate and with your consent, unless safeguarding or legal obligations require otherwise.

Website, Contact Forms and Mailing List

When you visit the Saiyna Therapy website, certain information may be collected automatically, including your IP address, browser type, device information, pages visited, and website usage data. This information helps maintain website security, improve website performance, and understand how visitors use the site.

If you contact Saiyna Therapy through a website contact form, I may collect your name, email address, telephone number, and details of your enquiry. This information is used solely to respond to your enquiry and assess whether my services are suitable for your needs. Submitting a contact form does not establish a therapeutic relationship.

If you subscribe to the Saiyna Therapy mailing list, your name and email address will be used to send updates about services, workshops, events, resources, and training opportunities. You can unsubscribe at any time using the link provided in any email or by contacting me directly.

Your information will never be sold or shared with third parties for marketing purposes.

Cookies

The Saiyna Therapy website uses cookies to:

- Ensure the website functions correctly
- Improve website performance and security
- Understand how visitors use the site

Where required, your consent will be obtained before non-essential cookies are used. You can manage your cookie preferences through your browser settings or the website cookie banner.

How Long Will I Keep Your Information?

As a member of the British Association for Counselling and Psychotherapy (BACP) and a professionally insured practitioner, I retain records in accordance with professional and insurance requirements.

Records are normally retained for:

- 5 years after your final session for adult clients
- Until your 25th birthday if you were under 18 when therapy began
- Until your 26th birthday if therapy ended when you were aged 17

Following the applicable retention period, records will be securely destroyed.

Can I Request That My Records Are Deleted?

Under UK GDPR, you have the right to request deletion of your personal information in certain circumstances.

SAIYNA THERAPY GDPR

Version 8 17.06.2026

<http://saiynatherapy.co.uk/>

Requests should be made in writing. Any request will be considered alongside my professional, legal, ethical, and insurance obligations. Where deletion is appropriate:

- Paper records will be securely shredded.
- Electronic records will be permanently deleted.

A minimal record of the deletion request may be retained where necessary to demonstrate compliance with legal obligations.

How Is My Information Stored Securely?

Reasonable steps are taken to protect your information from loss, misuse, unauthorised access, disclosure, alteration, or destruction.

- Electronic records are stored using encrypted and password-protected systems.
- Email accounts are protected by secure passwords and appropriate security measures.
- Devices used to access client information are password protected.
- Therapy sessions are not recorded.

Saiyna Therapy may use trusted third-party providers, including Wix, to host the website, process contact forms, manage mailing lists, and support website analytics. These providers are required to process data securely and in accordance with data protection law.

Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of information where appropriate
- Restrict or object to certain types of processing
- Request transfer of your data where applicable
- Withdraw consent where consent is the legal basis for processing

Requests can be made using the contact details below.

Data Protection Complaints

If you have concerns about how Saiyna Therapy has collected, stored, used, or handled your personal information, please contact me in the first instance.

Email: saiynatherapy@outlook.com

I will acknowledge your complaint and aim to respond without undue delay.

SAIYNA THERAPY GDPR

Version 8 17.06.2026

<http://saiynatherapy.co.uk/>

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO)
Website: <https://ico.org.uk>
Telephone: 0303 123 1113

Data Controller

For the purposes of UK GDPR, the Data Controller is:

Saiyna Limited trading as Saiyna Therapy
Director: Uruj Anjum, MBACP (Accred), MSc
Email: saiynatherapy@outlook.com
Website: www.saiynatherapy.co.uk

Saiyna Limited is responsible for determining how your personal information is collected, stored, and used in accordance with UK data protection law.

This Privacy Policy may be reviewed and updated periodically to reflect changes in legislation, professional guidance, or business practices.