



Privacy Policy

Effective date: 9th February 2026

Hi, I'm Ricquel Robinson, a BACP registered Integrative Psychotherapist working as Tender Fern Therapy. Your privacy matters greatly to me and this policy explains what information I collect, why I collect it, and how I keep it safe. I'm based in the UK and work under UK law, including with UK nationals who live abroad. I work with adults in person, online (via Google Meet or Zoom), and by phone. I am the data controller for the information you share with me.

What Information I Collect

The information I collect depends on how you connect with me.

If you're a therapy client, I may collect:

- Your name, date of birth, and contact details
- GP details and an emergency contact
- Relevant medical or psychological history
- Notes from our sessions
- Emails, texts, or other communications between us
- Payment details if applicable

This is sensitive, personal information, and I treat it with great care.

If you're making an enquiry:

- Your name
- Email address
- Phone number
- Any information you choose to share in your enquiry form message

If you sign up for my blog or newsletter:

- Your name
- Your email address

When you use my website:

Like most websites, mine may collect basic technical information (such as your IP address or pages visited) through cookies or analytics tools.

How I Collect Information

I may collect information when you:

- Fill out a form on my website
- Book a consultation through Calendly
- Subscribe to my newsletter or blog
- Email, call, or text me
- Attend therapy sessions
- Browse my website (through cookies)



Why I Collect Your Information

I only collect information that's genuinely needed. This may be to:

- Provide safe, ethical, and effective therapy
- Communicate with you about appointments
- Keep professional clinical records
- Respond appropriately if there are safety or safeguarding concerns
- Manage payments and general administration
- Send newsletters or blog updates (if you've chosen to receive them)
- Improve how my website works

Legal Reasons I Can Use Your Data

UK data protection law requires me to have a lawful reason for using your information. These include:

- Contract – when we agree to work together in therapy
- Legal obligation – such as record keeping, tax, or safeguarding responsibilities
- Legitimate interests – running and developing my practice responsibly
- Vital interests – if there's a serious risk to someone's safety
- Consent – when you sign up for newsletters or optional updates

Therapy information is considered special category (health) data, which I process as part of providing healthcare and meeting my professional responsibilities.

How I Store and Protect Your Information

I take data security seriously and use secure systems to protect your information. Client notes and documents are stored in Google Drive, protected with strong passwords and two-factor authentication. I also store password-protected documents using Microsoft Office on my password protected work laptop which is only used by me. My work phone is secured with a pin and fingerprint recognition and is used only by me. I keep therapy records for 5 years after our work ends (or longer for up to 7 years if legally required) after that, they are securely deleted or destroyed.

Services I Use to Run My Practice

I use a small number of trusted services to help my practice run smoothly. These companies act as data processors, meaning they only handle data on my behalf and must keep it secure.

- WebHealer – hosts and manages my website, including newsletter sign-up forms
- Calendly – for booking initial consultations
- Google Drive – secure document storage
- Google Meet – online therapy sessions
- Zoom – initial consultations and online therapy sessions
- Microsoft Office – writing and storing notes
- Giffgaff – my work mobile phone provider
- Google Analytics – helps me understand how my website is used

Some of these providers may store data outside the UK, but they are required to meet UK data protection standards.



Newsletter & Blog Subscribers

If you subscribe to my newsletter or blog, I'll use your email address to send you reflections, updates, and occasional news about my services. I will never sell or share your details for marketing. You can unsubscribe at any time using the link in any email. The legal basis for this is your consent. Subscription data is managed securely via WebHealer.

Confidentiality

What you share in therapy is confidential, however there are limitations to this and there may be certain situations where I may need to share your information:

- If you give clear permission
- If there is a serious risk of harm to you or someone else
- If there are safeguarding concerns
- If I am required by law or a court order
- When I discuss my work in clinical supervision (without identifying details)
- If I need to contact emergency services to help keep someone safe

I would always aim to talk with you about this first where possible.

Social Media

I share mental health information and reflections through platforms like Instagram and YouTube. If you interact with me there, your data is handled according to those platforms' own privacy policies. I don't provide therapy through social media messages, and those spaces aren't confidential. If you get in touch that way, I may guide you to email or my website instead.

Cookies

My website may use cookies or similar tools to understand how visitors use the site. You can manage cookie settings through your browser.

Your Rights

You have rights over your personal data. You can:

- Ask to see the information I hold about you
- Ask me to correct anything inaccurate
- Ask me to delete information where legally possible
- Restrict or object to how I use your data
- Withdraw consent (for example, from the newsletter) at any time
- Complain to the Information Commissioner's Office (ICO) if you're unhappy with how your data is handled

Changes to This Policy

I may update this policy from time to time. The most recent version will always be available on my website.

Last updated: 6th February 2026



Contact

If you have any questions about this policy or how your data is handled, please feel free to get in touch with me via email: tenderfernthrapy@gmail.com