



How We Handle Your Information

A plain-English guide to our Data Protection Policy

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Approved by: Jackie Lindeck and Rachael Aylmer, Company Directors

What is this document?

We are required by law to have a detailed Data Protection Policy. That document is thorough and technical — it needs to be.

This shorter guide explains the same things in plain language. It is for families, practitioners, and associates who want to understand how we handle personal information without reading a lengthy legal document.

The full policy is available on request from our Data Protection Officer, Gabrielle Stirling: gabrielle@partnershipprojectsuk.com

Who we are and who is responsible for your data

PartnershipProjects UK Ltd is a therapeutic services organisation working with families. We are registered as a data controller with the Information Commissioner's Office (ICO), which is the UK's data protection regulator.

Our Data Protection Officer (DPO) is **Gabrielle Stirling**. Contact Gabrielle at gabrielle@partnershipprojectsuk.com or +44 (0) 330 808 0644 with any questions about your data.

Our therapists and associates handle client data on our behalf under a written Data Processing Agreement, which means they are legally bound to handle your information in the same way we are.

What information we hold and why

We only collect information we genuinely need to provide a good and safe service. This includes:

- Your name and contact details
- Details of your family and the reason for seeking therapy
- Session notes written by your practitioner to record the therapeutic work
- Correspondence with other professionals where relevant to your case (e.g. schools, social care)
- Consent forms and any agreements you have signed
- Invoicing and payment records

We do not use your information for marketing. We do not sell it. We do not share it with anyone who does not need it for the purpose of your care.

How long we keep your information

We keep your information only for as long as we need to:

What we hold	How long we keep it	Why
Session notes: adults	7 years after therapy ends	Legal and professional standards
Session notes: children	Until the child turns 25	Child safeguarding best practice
Session recordings (if made)	Up to 30 days (max 90)	Data minimisation: kept only as long as needed
AI-generated draft notes	Deleted within 24 hours	Not a clinical record: deleted once notes are written
Consent forms	7 years (adults) / until age 25 (children)	Evidence of lawful processing
Financial / invoicing records	7 years	HMRC requirements

When the relevant time period expires, your records are securely deleted or shredded. You can ask us at any time what we hold about you and how long we will keep it.

Where your information is stored

Your session notes and clinical records are stored in a secure, access-restricted folder within the organisation's Google Workspace, which each practitioner holds separately. Access is limited to the practitioner, our Data Protection Officer and our IT Administrator.

We use Google Workspace for our organisational communications and administration as well as for storing clinical records. We have a Data Processing Agreement in place with Google, and have opted for our data to be stored within Europe. We are working towards moving to a purpose-built clinical record keeping system as appropriate solutions become available.

We do not store clinical records on personal devices or personal accounts, and our practitioners and associates are required to follow the same rules.

Online therapy (Zoom) and recordings

Most of our therapy is delivered online via Zoom. We use password-protected meetings and waiting rooms to keep your sessions private and secure.

Sessions are not routinely recorded. A recording will only ever be made if:

- There is a clear reason (such as clinical supervision or training)
- You have been fully informed and have given your explicit, written consent
- You have been told how long it will be kept and what will happen to it

You are never required to agree to being recorded. Saying no will not affect your therapy in any way.

If a recording is made, it will be stored securely, kept for no longer than 30 days (or up to 90 in exceptional circumstances), then permanently deleted.

AI tools and session notes

Some of our practitioners use AI tools to help draft their session notes. This is only permitted under strict conditions:

- The tool must have been reviewed and approved by our Data Protection Officer
- The tool must not retain your data or use it to train AI systems
- You must give separate, specific, written consent before any AI tool is used and you can say no, without it affecting your therapy
- The AI output is a working draft only, your practitioner writes the actual clinical notes using their professional judgement
- The AI-generated draft is deleted within 24 hours of the notes being written

What about Zoom's built-in AI?

Zoom has a built-in AI feature called AI Companion. We do not permit this to be used during therapy sessions. It processes data on servers outside the UK and does not meet our data protection standards for therapeutic work.

Your rights

Under UK data protection law you have the right to:

- **Know** what information we hold about you and why
- **Access** your personal data (Subject Access Request)
- **Correct** any information that is inaccurate or incomplete
- **Delete** your data in certain circumstances (though some records must be kept for legal or professional reasons)
- **Object** to how your data is being used
- **Withdraw consent** at any time, including consent to recording or AI tools

To exercise any of these rights, contact Gabrielle Stirling at gabrielle@partnershipprojectsuk.com. We will respond within one month.

If something goes wrong

In the unlikely event of a data breach, we are legally required to report it to the ICO within 72 hours, and to inform you directly if the breach is likely to cause you harm. If you are concerned about how your data has been handled, contact our DPO in the first instance, or complain directly to the ICO:

ico.org.uk | 0303 123 1113

Contact us

PartnershipProjects UK Ltd

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Email: gabrielle@partnershipprojectsuk.com | Tel: +44 (0) 330 808 0644 | [PartnershipProjectsUK.com](https://partnershipprojectsuk.com)

This summary does not replace the full Data Protection Policy, which remains the authoritative document and is available on request.



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