

Privacy Notice

Lena Carter: Learn and Create respects your privacy and is committed to protecting the personal information entrusted to me.

I understand that choosing to engage in dramatherapy can involve sharing personal, emotional and sometimes very private information. I take this responsibility seriously and aim to handle your information with care, respect and confidentiality.

This Privacy Notice explains how I collect, use, store and protect personal information when you visit my website, contact me, or work with me through dramatherapy.

I process personal information in accordance with the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, the **Privacy and Electronic Communications Regulations (PECR)** and other applicable UK data protection legislation.

Who I am

I am **Lena Carter**, trading as **Lena Carter: Learn and Create**, and I am the data controller responsible for the personal information I hold in relation to my practice.

If you have any questions about how your information is handled, please contact me:

Lena Carter: Learn and Create

Email: lena@lenacarterlearncreate.co.uk

What information I may collect

The information I collect will depend on how you use my services. This may include:

- your name and contact details;
- information provided when you make an enquiry or arrange an initial consultation;
- appointment and communication details;
- information about your needs and circumstances that is relevant to providing dramatherapy;
- information about your physical or emotional wellbeing where this is relevant to your therapeutic work;
- information relating to your child or young person, where appropriate;
- information provided by a parent, carer or another professional involved in supporting a child or young person;
- information contained in correspondence between us;
- payment and accounting information; and
- information that I need to hold in order to meet my professional, legal, safeguarding or regulatory responsibilities.

Some of the information involved in dramatherapy may be **special category data**, particularly information concerning physical or mental health. This type of information receives additional protection under UK data protection law.

I aim to collect only information that is relevant and necessary for providing a safe, appropriate and professional service.

How I use your information

I may use your personal information to:

- respond to enquiries;
- arrange and provide dramatherapy;
- understand your needs and plan appropriate therapeutic work;
- communicate with you about appointments and practical arrangements;
- maintain appropriate professional records;
- manage payments and accounts;
- provide appropriate professional supervision;
- meet my legal, professional, safeguarding and regulatory responsibilities; and
- respond appropriately where there is a serious concern about someone's safety or wellbeing.

I will not use your personal information for unrelated purposes without explaining this to you and, where necessary, obtaining your consent.

My lawful basis for using your information

Under the UK GDPR, I must have a lawful basis for processing personal information.

Depending on the circumstances, this may include:

- **taking steps at your request before entering into an agreement with you;**
- **performing a contract** with you;
- **legitimate interests**, where appropriate and where these interests are not overridden by your rights and freedoms;
- **legal obligations**, where I am required to retain or disclose information; and
- **consent**, where consent is the appropriate basis for a particular use of your information.

Where I process information about health or other special category information as part of providing dramatherapy, I will also rely on an appropriate condition under **Article 9 of the UK GDPR**.

I will consider the appropriate lawful basis for each type of processing rather than assuming that consent is required for everything.

Confidentiality

Confidentiality is an important part of the therapeutic relationship.

Information shared during dramatherapy will normally be treated as confidential and will not be shared with other people without your knowledge and, where appropriate, your agreement.

There are some important limits to confidentiality. Information may need to be shared where, for example:

- there is a serious concern about the safety or wellbeing of you or another person;
- there is a safeguarding concern involving a child or young person;
- I believe someone may be at serious risk of harm;
- I am legally required to provide information; or
- disclosure is otherwise necessary and lawful to protect someone's vital interests or to meet a legal or professional responsibility.

Where it is safe and appropriate to do so, I will discuss any proposed sharing of information with you first.

Working with children and young people

I provide dramatherapy for **children, young people and adults**.

Children and young people have their own rights in relation to their personal information. I will respect their developing capacity, privacy and dignity and will provide information about privacy and confidentiality in a way that is appropriate to their age and understanding.

Where a parent or carer is involved in arranging therapy for a child or young person, I will explain the arrangements for confidentiality and information sharing clearly.

A parent or carer does not automatically have unrestricted access to everything a child or young person has shared in therapy. The appropriate approach will depend on factors including the young person's age, maturity, understanding, the nature of the information and my professional duty of confidentiality.

Where safeguarding concerns arise, information may need to be shared in accordance with my safeguarding responsibilities.

How I keep therapy records secure

I take particular care with the security of dramatherapy records.

My client records are stored securely within a **paid-for Microsoft account using Microsoft Outlook and OneDrive**. I use appropriate security measures to protect information from unauthorised access, loss, alteration or disclosure.

I also use a **coded record-keeping system** so that therapy records are identified by a code rather than by a person's name wherever practicable. This provides an additional layer of privacy and helps protect the anonymity of clients within my working records.

Only information that is necessary for the purposes of providing and managing the service is retained.

I also take appropriate precautions when accessing information electronically and when communicating with clients online.

Online dramatherapy and Microsoft Teams

Where dramatherapy is provided online, I may use **Microsoft Teams** for video sessions and related communication.

Information shared during online sessions will be treated as confidential. I ask clients to consider their own privacy when taking part in online sessions, including choosing a private space where possible and using a secure internet connection.

I do not routinely record dramatherapy sessions.

If there is ever a reason to record a session, I would discuss this with you beforehand and obtain any necessary consent.

Who I may share information with

I will only share personal information where there is a lawful and appropriate reason to do so.

Depending on the circumstances, this may include:

- you, as the client;
- a parent or carer where appropriate;
- another professional involved in your care or in supporting a child or young person, where there is a lawful basis for doing so;
- my professional supervisor, where necessary to support safe and ethical practice;
- professional or regulatory bodies where required;
- organisations providing essential services to my practice, such as IT, email, cloud-storage, accounting or payment services; and

- statutory or emergency services where I have a legal, safeguarding or other lawful responsibility to share information.

I will aim to share only the information that is necessary and appropriate for the particular purpose.

Where children's information is involved, I take particular care before sharing information and consider the child's best interests and rights. The ICO's (Information Commissioner's Office) current guidance specifically emphasises the need for additional care when children's personal information is shared.

Your information and Microsoft

I use Microsoft services, including **Outlook, OneDrive and Microsoft Teams**, as part of the administration and delivery of my practice.

Microsoft processes information on behalf of its customers in providing these services. The location and processing of information can depend on the particular Microsoft service and account configuration.

I will take appropriate steps to ensure that any organisations processing personal information on my behalf provide appropriate security and data protection safeguards.

Website and WordPress

My website is hosted using **WordPress**.

When you visit my website, some technical information may be collected automatically, such as your IP address, browser type, device information and information about how you interact with the website.

The precise information collected depends on the WordPress hosting arrangements and any plugins, analytics or other services installed on the website.

I do not use information collected through my website to build psychological profiles of visitors or to make automated decisions about people.

If you contact me through the website, I will use the information you provide to respond to your enquiry and, where appropriate, to arrange services.

Cookies

My website may use cookies or similar technologies.

Some cookies are necessary for the website to function. Other cookies, such as analytics or advertising cookies, may require your consent under applicable privacy and electronic communications law.

On request I can provide appropriate information about the cookies used on this website and, where required, ask for your consent before placing non-essential cookies on your device.

How long I keep your information

I keep personal information only for as long as it is necessary for the purpose for which it was collected and to meet my professional, legal, accounting, safeguarding and regulatory responsibilities.

Therapy records will be retained in accordance with my professional record-keeping requirements and my **Record Retention Policy**.

When information is no longer required, it will be securely deleted or destroyed.

The ICO advises that organisations should state either their retention periods or the criteria they use to determine how long information is retained.

Your rights

You have rights under UK data protection law in relation to the personal information I hold about you.

Depending on the circumstances, these include the right to:

- ask for a copy of your personal information;
- ask for inaccurate information to be corrected;
- ask for your information to be deleted where there is no lawful reason for me to continue to hold it;
- ask for processing to be restricted in certain circumstances;
- object to certain processing;
- request the transfer of your information in certain circumstances; and
- withdraw consent where I am relying on consent as the lawful basis for processing.

These rights are subject to certain legal exceptions. For example, I may need to retain some information because of a legal or professional obligation.

The ICO's current guidance sets out the information that privacy notices should provide about people's data protection rights.

If you have a concern

If you have any questions or concerns about how I handle your personal information, I would encourage you to contact me first.

Lena Carter

Email: lena@lenacarterlearncreate.co.uk

You also have the right to complain to the **Information Commissioner's Office (ICO)**, which is the UK's independent regulator for data protection.

[Information Commissioner's Office – Make a complaint](#)

Changes to this Privacy Notice

I may update this Privacy Notice from time to time to reflect changes to my practice, the way I process personal information, or changes in data protection legislation.

The latest version will always be available on this website.

Last updated: August 2026