

Data Retention Policy

Amaris Raiana Therapy Last updated: 9 July 2026

This policy explains how long I keep your personal information, why I keep it, and what happens to it afterwards. I have written this in plain English so you can understand exactly how your data is handled.

Why I Retain Your Data

I keep records of our therapeutic work together for several important reasons:

- **Legal obligations** - The Limitation Act 1980 allows claims to be brought for up to six years after an incident (or longer in some circumstances), so I must retain records to respond to any potential legal matters.
- **Professional standards** - As a therapist in private practice, I am expected to maintain accurate records in accordance with the professional standards required of counsellors and psychotherapists.
- **Insurance requirements** - My professional indemnity insurance requires me to keep records for a specified period to support any claims that may arise.
- **Continuity of care** - Should you return to therapy, your records help me provide appropriate ongoing support.
- **HMRC requirements** - Tax law requires me to keep financial records for six years.

Retention Periods

Type of Record	Retention Period	Reason
Client therapy records (adults)	7 years after our last session	BACP recommended margin
Enquiry and contact data (non-clients)	6 months from last contact	There is no statutory minimum for this category; 6 months is a reasonable period to respond and follow up, in line with the data minimisation principle.
Financial records and invoices	6 years	HMRC requirement.

Type of Record	Retention Period	Reason
Insurance records	7 years	Professional indemnity insurance requirements.

What I Retain

The records I keep may include:

- **Session notes** - my handwritten notes from our sessions together.
- **Contact details** - your name, address, telephone number, and email address.
- **Therapy agreement** - the signed agreement between us setting out how we will work together.
- **Correspondence** - letters and emails relating to our therapeutic work.
- **Payment records** - invoices and records of payments received.
- **Emergency contact information** - details of your GP and emergency contact, if provided.

How Your Data Is Stored

Your therapy records are kept as paper documents. These are stored in a locked filing cabinet in a secure room at my practice. Access is restricted to me alone.

Administrative data, such as appointment bookings and contact details, may be held electronically with appropriate security measures, but your clinical session notes themselves exist only in paper form.

Your Right to Erasure

Under UK GDPR, you have the right to request the deletion of your personal data. However, this right is not absolute. I may need to retain your records until the end of the applicable retention period where this is required by professional guidelines, insurance requirements, or law.

If you ask me to delete your data and I am unable to do so immediately, I will explain my reasons clearly and let you know when deletion will be possible.

Secure Disposal

At the end of the relevant retention period, your records are securely destroyed. Paper records are disposed of in a manner that ensures they cannot be read, reconstructed, or accessed by anyone.

I conduct regular reviews of the records I hold to ensure data is not kept for longer than necessary.

Questions or Complaints

If you have any questions about this policy or wish to make a data protection complaint, please contact me:

Email: amaris@amarisraianatherapy.com

You can also raise concerns or submit a complaint via my compliance page at <https://amarisraiana.com>

If you are not satisfied with my response, you have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk.

Amaris Raiana Amaris Raiana Therapy