

Privacy Notice

Samantha Garner – Independent Practitioner

This privacy notice explains how Samantha Garner, Independent Practitioner, collects, uses, stores and protects your personal information when you access support or services.

Samantha Garner is committed to protecting your privacy and handling your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

What Personal Data Is Collected?

The personal information collected may include:

- Name
- Address
- Contact details (telephone number and email address)
- Date of birth
- Emergency contact details
- Relevant medical or substance use history
- Information relating to current circumstances or presenting issues
- Information provided during the assessment and support process

Only information that is necessary for the provision of appropriate support will be collected.

How Is Your Personal Data Collected?

Personal data may be collected in the following ways:

- Information you provide voluntarily when making an enquiry via telephone, email, post, social media or other communication methods
- Information provided when booking an appointment

- Information provided during the initial assessment and contract process
- Information shared during support sessions that is relevant to the support being provided

You are not required to provide personal information; however, failure to provide relevant information may limit the support that can be offered.

How Your Personal Data Is Used

Your personal information is collected and used for the following purposes:

- To assess your needs and determine appropriate support or intervention
- To maintain records of the support provided
- To fulfil the agreement between practitioner and client
- To comply with legal or regulatory obligations
- To respond to enquiries or communications
- Where you have given consent for your information to be used

Where consent is relied upon as the lawful basis for processing, you have the right to withdraw consent at any time.

Lawful Basis for Processing

Personal information is processed under one or more of the following lawful bases:

- Consent – where you have agreed for your information to be used
 - Legitimate interest – where processing is necessary to provide support services
 - Legal obligation – where information must be shared to comply with legal requirements
 - Vital interests – where information must be shared to protect someone from serious harm
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How Your Personal Data May Be Shared

Your personal data will normally remain confidential.

However, information may be shared in the following circumstances:

- With law enforcement agencies, regulatory bodies, government authorities, or courts where disclosure is required by law
- Where disclosure is necessary to protect your vital interests or the safety of another person
- Where there are safeguarding concerns involving a child or vulnerable adult
- With any person or professional you have provided consent for information to be shared with

Where possible, you will be informed before information is shared unless doing so would increase the risk of harm.

International Data Transfers

Your personal data will not be transferred outside of the United Kingdom or the European Economic Area (EEA).

How Your Personal Data Is Kept Secure

Personal information is stored securely to maintain confidentiality.

At present:

- Records are held in paper format
- Documents are stored in a locked filing cabinet
- Paperwork is kept to a minimum and anonymised where possible
- Records are only accessible to the practitioner

Reasonable steps are taken to ensure that personal information is protected against loss, misuse, unauthorised access or disclosure.

Data Retention

Personal information will only be retained for as long as necessary to fulfil the purpose for which it was collected, including legal, accounting, safeguarding, or reporting requirements.

Typical retention periods are:

- Adult client records: up to 7 years after the end of support
- Child records: until the individual reaches age 25
- Financial records: minimum of 6 years in accordance with HMRC requirements

When personal information is no longer required, records will be securely destroyed or permanently anonymised.

Your Legal Rights

Under UK GDPR you have the right to:

- Request access to your personal information
- Request correction of inaccurate or incomplete information
- Request deletion of your personal data where appropriate
- Request restriction of how your data is processed
- Object to the processing of your personal information
- Request transfer of your data to another service where applicable
- Withdraw consent where consent is the lawful basis for processing

Requests relating to personal data should be made directly to the practitioner.

Complaints

If you have concerns about how your personal information is handled, you should first contact Samantha Garner to discuss the issue.

If you remain dissatisfied, you have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection.

Information Commissioner's Office

Website: <https://ico.org.uk>

Helpline: 0303 123 1113

Updates to This Privacy Notice

This Privacy Notice may be updated from time to time in response to changes in legal, regulatory or operational requirements.

Where significant changes are made, appropriate steps will be taken to inform individuals accessing the service.

Last updated: April 2026