

Client Information and Consent Form

Your therapist's use of TherapyLock

Your therapist uses a secure digital system called TherapyLock to store information about your therapy sessions. This form explains what TherapyLock is, what information it holds, how that information is kept safe, and what your rights are. Please read it carefully. You are free to ask any questions before deciding whether to give your consent.

1. Who is responsible for your data?

Your therapist is what UK GDPR calls the Data Controller. They decide what information is recorded and why. TherapyLock is the Data Processor: it stores and processes information on your therapist's behalf and under their instructions. TherapyLock does not use your information for any other purpose, and does not share it with anyone for marketing or advertising.

2. What information is stored?

- A reference your therapist uses to recognise your record, such as your initials or a code. TherapyLock does not have a field for your full name.
- Your contact details, if your therapist records them (such as an email address or phone number), so they can reach you about appointments.
- Details of your appointments: dates, times, whether sessions were in person or online, and whether you attended.
- Clinical notes your therapist writes after your sessions.
- Any documents your therapist uploads in connection with your care.
- Fees and payment records, if your therapist uses that feature.

TherapyLock does not collect your date of birth, and it does not hold your NHS or wider medical records. It holds only what your therapist chooses to record about your sessions with them.

3. How is your information kept safe?

- Your data is stored on servers within the European Union (Frankfurt, Germany) and does not leave the EU.
- While data travels between your therapist's device and the server, it is protected by strong encryption (TLS 1.2/1.3, the same standard used by banks).
- While stored, your data is encrypted at rest (AES-256).
- Only your therapist can open their clients' records. The system enforces this at the database level, so no other therapist, and no member of TherapyLock's own staff, can view your notes *through the service*.
- TherapyLock uses no artificial intelligence to read, analyse, or process your therapeutic data. No AI tools have access to your information.
- The system keeps a log of activity on your record.

4. How long is your information kept?

Your therapist decides how long to keep your records, in line with their professional body's requirements and UK GDPR. You can ask your therapist at any time how long your records will be retained.

5. Who can see your information?

- Your therapist, who remains responsible for your records and for all decisions about your care.
- A small technical support team at TherapyLock, who may need to reach the underlying database for maintenance, or if your therapist asks them to investigate a specific problem. This access is for technical purposes only, is limited to what is necessary for the task, is not used to read clinical content, and is governed by a data-protection agreement between your therapist and TherapyLock.

TherapyLock does not sell, share, or pass your information to any other company or organisation.

6. Your rights under UK GDPR

- To be informed. This form is part of that.
- Access. Ask your therapist for a copy of the information held about you. They can export your full record, including notes and documents.
- Rectification. Ask for inaccurate information to be corrected.
- Erasure. Ask for your records to be deleted, subject to your therapist's professional obligation to retain certain notes for a minimum period.
- Restrict or object. Ask your therapist to limit how your information is used.
- Data portability. Receive your data in a structured, machine-readable format.

If you have concerns, raise them with your therapist first. You also have the right to contact the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

7. Consent is voluntary

You are not obliged to give consent, and your therapy does not depend on it. If you do not consent, your therapist will discuss alternative ways of keeping records with you. You can withdraw your consent at any time. If you do, your therapist will discuss what happens to existing records, which may still need to be retained in line with their professional requirements.

Your therapist's full privacy notice is available at: **Jayne.Therapy**

Your declaration

I have read and understood the information in this form. I have had the opportunity to ask questions, and any questions I had have been answered. I understand my rights regarding my personal data. I consent to my therapist storing information about me and my therapy sessions in TherapyLock.

Client

Name (or identifier): _____

Signature: _____

Date: _____

Therapist

Name: _____ Jayne.Therapy _____

Signature: _____

Date: _____