



Privacy statement

Dr Marsha Taylor
Independent Clinical Psychology and Psychotherapy Practice

Updated 2 October 2026

Professional Information:

Dr Marsha Taylor is registered with the United Kingdom's Health and Care Professions Council (HCPC). All Clinical Psychologists practising within the UK must be registered with the Health and Care Professions Council (HCPC) and may also be registered with the British Psychological Society (BPS). In order to maintain their practising registration, all Clinical Psychologists must continue to demonstrate compliance with a range of HCPC minimum standards of conduct, performance and ethics. Copies of the relevant codes of conduct can be found at: <https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/>

The General Data Protection Regulation (GDPR), came into effect on 25th May 2018 and provides a legal framework for ensuring the safety of personal information by organisations. The framework insists that organisations have effective systems in place for handling and storing personal information. It also stipulates that people cannot be contacted by organisations without having given permission for sharing of information.

This notice explains how I collect, use, store and share personal information when you enquire about or receive therapy, assessment or supervision. It also explains the use of AI-assisted tools, your choices and your data protection rights.

Who is responsible for your information

I am Dr Marsha Taylor, the data controller for personal information held by my independent practice. This means I am responsible for deciding why and how that information is used. I am registered with the Information Commissioner's Office (ICO).

For privacy questions, requests or complaints, contact me at drmarshataylor@outlook.com or 07533075101. My website is drmarshataylor.co.uk.

Information I collect

At the initial assessment consultation appointment, I collect demographic details such as your full name, date of birth, contact details, billing information and GP details. During the assessment I collect results from questionnaires and a clinical history. On going clinical records include session notes, reports and any correspondence where appropriate. Clinical records can include sensitive information about your physical and mental health, relationships and personal circumstances. This is known as special category data.

Information comes from you and, where relevant, your referrer, insurer, solicitor or other professionals involved in your care. If AI-assisted documentation is used, the information processed may also include dictated audio, transcripts of dictation, uploaded notes and draft notes, as explained below.

I ask for information relevant to the service you receive. If you choose not to provide information needed for safe assessment, treatment or administration, I will explain how this may affect the service I can offer.

Why I use your information

I use personal information to respond to enquiries, arrange appointments, provide assessment, therapy or supervision, maintain clinical records, monitor progress, manage payments, prepare agreed reports and address safeguarding or other legal responsibilities. Where relevant, I use information supplied by supervisees to support accreditation applications to the EMDR Association UK.

Legal grounds for using information

I handle personal information under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as amended. Each purpose requires an appropriate lawful basis. Health information also requires a separate condition for using special category data.

Where I rely on consent, you can withdraw it by contacting me. Withdrawal does not affect the lawfulness of earlier processing. I will explain if information must still be retained or used on another applicable legal ground.

When information is shared

I share only information relevant and necessary for the purpose. Where reports are required by a referrer, insurer or solicitor, I will explain the reporting arrangements. Reports may include assessment findings, treatment goals, progress and recommendations, and therefore contain health information. You may ask to discuss a report before it is shared.

I may share relevant information with a GP, safeguarding service, emergency service or another appropriate professional where necessary to address a serious safety concern. I will normally discuss this with you first, unless doing so would be unsafe, inappropriate or legally restricted. Where possible and lawful, I will explain any disclosure made without your prior agreement. In certain circumstances, I may be required to share your personal and sensitive data for medico-legal purposes, including where therapy is part of a legal process such as a personal injury or medical negligence claim, or if required by a court order. Any such sharing will be carried out in accordance with applicable data protection laws and only to the extent necessary.

Supervisee information needed for an accreditation application may be shared with the relevant EMDR Association UK accreditation committee.

Service providers may process information to support the practice, including secure records and IT services, AI documentation providers, accountants and administrative support where used. Access is limited to what is needed for their role. Providers acting on my behalf must have appropriate contractual and confidentiality safeguards. I do not sell client information.

Storage and security

Paper records are stored securely in accordance with the Data Protection Act 2018. in a locked filing cabinet. Electronic records and devices are protected by access controls, and IT systems are backed up using secure, encrypted arrangements. Reports are sent using secure email or appropriately protected documents. I limit access to information to those who need it for an authorised purpose.

Relevant clinical emails and messages may form part of your record. Contact details used for appointment arrangements are removed from my phone when no longer needed for that purpose; information required in your clinical or administrative record may be retained separately.

How long information is kept

I retain all therapy records for 7 years following the end of treatment, or until age 25 for clients who were under 18 (whichever is longer), in accordance with professional guidelines. Records are securely destroyed after the retention period using secure shredding and secure digital deletion. In the event the practice closes, you will be notified in advance about arrangements in relation to your records, including options for transfer to another practitioner or secure destruction. Brief notes are made after each session in order to recall information and support our work together.

Different records may need different retention periods. Enquiry records, financial records, supervision records, clinical records and AI transcripts should be kept only for as long as needed for their respective purposes. Where a complaint, legal claim or other applicable requirement justifies longer retention, I will keep the relevant information for that purpose and review the need to retain it.

AI assisted documentation and assessment tools

I use a platform called NovoPsych with safeguards including encryption during transfer and storage, controls to restrict access to client information, and the provider's commitment that client data is not used to train AI models.

They provide two related services:

- NovoPsych offers psychometric assessments, automated scoring, and graphs to help clinicians monitor clients' symptoms and progress. [NovoPsych](#)
- NovoNote is their AI clinical scribe. It turns session recordings or dictated material into structured draft notes for you to review and edit, including templates for approaches such as CBT, ACT and EMDR. [NovoNote](#)
- They also have Just Ask NovoNote (JAN), an assistant for tasks such as reviewing session themes, drafting letters and creating client handouts. [JAN guide](#)

I use NovoNote, provided by NovoPsych, to assist with clinical documentation after sessions by dictating or uploading notes. I do not routinely record therapy sessions using NovoNote. If I needed to record a session I would seek separate consent from clients. NovoPsych also provides psychometric assessments and progress monitoring. Just Ask NovoNote (JAN) can assist with reviewing information and preparing draft material. The information used depends on the features used in your care.

Before using your clinical information with AI-assisted tools, I will explain the proposed use and ask for your agreement. You can ask questions, decline or ask me to stop future use. We can agree an alternative way of documenting your care. Withdrawal does not automatically require deletion of clinical records that must otherwise be retained.

AI-generated material can contain errors or omissions. I review and, where necessary, correct it before using it as part of your clinical record or sharing it. I remain responsible for clinical decisions; AI tools support my work and do not replace my professional judgement.

How information is protected within NovoNote

NovoNote's published security information describes encryption during transfer and storage, access controls and a commitment that client data is not used to train AI models. These measures help protect information but do not remove all risks associated with digital processing.

NovoNote states that audio is held temporarily and deleted after successful transcription. In my practice, audio is my dictated material after a session, rather than a recording of the session itself. The resulting transcript is a separate record: its deletion period depends on the account settings. Notes retained in the practice's clinical record are subject to the retention arrangements in this notice.

NovoNote's privacy policy states that patient data is stored in Australia unless otherwise agreed. The service uses contracted providers to support its functions. Its policy also describes use of de-identified information for service improvement and possible review of session material when feedback is submitted.

Provider information: novopsych.com/novonote-privacy-policy-security/ and novopsych.com/novonote-security/. You can also ask me to explain how these arrangements apply to your information.

Your rights and access to records

You can ask for access to your personal information and a copy of it, and ask for inaccurate information to be corrected. Depending on the circumstances and the legal grounds for processing, you may also request deletion, restriction of use or transfer of information in a portable format. These rights have limits, including where information must be retained for care or legal claims. I will explain any relevant limits when responding.

Your right to object: where information is processed on the basis of legitimate interests, you may object on grounds relating to your circumstances. Contact me using the details at the beginning of this notice.

Requests can be made verbally or in writing. I normally respond without undue delay and within one calendar month. Where the law allows extra time or requires identity verification or clarification, I will explain this and any effect on the response date. Requests are normally free of charge. Dr Taylor recommends that if you request to see your notes, that you go through them with her so that any concerns or queries can be addressed there and then.

You do not have to attend a session to receive a copy of your information. If helpful, we can discuss your notes together. Please tell me if your contact details or other relevant information changes so that I can keep records accurate.

You can also request that your information be deleted or destroyed before the 7/25 year expiration date. Dr Taylor will discuss each request with you and relevant parties, e.g. referring agencies. Dr Taylor will seek advice from her professional governing bodies, e.g. The Health Care and Professions Council (HCPC) and the Information Commission Office (ICO) on a case-by-case basis at the time of the request.

Concerns complaints and data breaches

Please contact me if you have concerns about how I use your information. You also have the right to complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint/ or by calling 0303 123 1113.

If a personal data breach occurs, I will assess it and take appropriate action. Where notification to the ICO is required, I will report it without undue delay and, where feasible, within 72 hours of becoming aware of it. If a breach is likely to create a high risk to your rights and freedoms, I will inform you without undue delay, subject to applicable legal exceptions.

Changes to this notice

I review this notice when my services or information-handling arrangements change. The current version is available from me and on my website. I will bring significant changes affecting your information to your attention and seek fresh consent where required.

Contact between sessions

My telephone and email are not emergency services and are not continuously monitored. Please use them for appointment arrangements and other agreed administrative matters, including privacy requests. Please discuss any need for additional support between sessions with me or your GP.

If you feel you are in crisis and are struggling please contact the emergency services, your GP (out-of-hours GP can be contacted by calling 111) or the Samaritans (116 123 – free to call from any landline or mobile).



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Acknowledgement of this notice

Signing below confirms that you have read and understood the information contained within this Privacy Notice and had an opportunity to ask questions. It does not provide blanket consent to all processing, waive your data protection rights or constitute consent to AI-assisted processing. It does not provide consent to therapies such as EMDR. Any agreement to those activities will be recorded separately.

Client name: _____

Signature: _____

Date: _____