

PRIVACY POLICY

The Neurodivergent Therapy Space

Last Updated: 9 June 2026

Who We Are

The Neurodivergent Therapy Space is operated by Katie Andrews, trading as The Neurodivergent Therapy Space.

We are committed to protecting your privacy and processing personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have any questions about this Privacy Policy or how your information is processed, please contact:

Katie Andrews

Trading as The Neurodivergent Therapy Space

Email: info@neurodivergenttherapyspace.com

Website: www.neurodivergenttherapyspace.com

What Information We Collect

We may collect and process the following information:

Personal Information

- Name
- Email address
- Telephone number
- Date of birth (where applicable)
- Emergency contact details (where applicable)
- Information provided through contact forms, emails or enquiries
- Appointment and booking information

Special Category Information

As a therapy service, we may receive information relating to:

- Mental health
- Physical health
- Neurodivergence
- Medical history
- Personal circumstances
- Family circumstances
- Relationships
- Other information relevant to therapeutic support

This information is classified as Special Category Data under UK GDPR and is subject to additional protections.

How We Collect Information

We collect information when you:

- Complete a website contact form
 - Contact us by email
 - Request information about therapy services
 - Arrange a consultation
 - Subscribe to newsletters or updates
 - Attend training, workshops or events
 - Communicate with therapists within our network
 - Make payments for services
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How We Use Your Information

We may use your information to:

- Respond to enquiries
- Match you with a suitable therapist
- Arrange consultations
- Administer our services
- Communicate regarding appointments and services
- Process payments
- Meet legal, professional and insurance obligations

- Improve our website and services
 - Send newsletters and updates where consent has been provided
 - Maintain appropriate business and administrative records
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Referral to Affiliate Therapists

The Neurodivergent Therapy Space operates as a network of independent therapists.

Where appropriate, information provided through an enquiry may be shared with a suitable therapist within our network for the purpose of arranging a consultation and providing therapeutic services.

Affiliate therapists operate as independent practitioners and independent data controllers in relation to the therapeutic services they provide.

Once you engage in therapy with a therapist, that therapist is responsible for the management of their clinical records, confidentiality obligations, professional responsibilities and compliance with applicable data protection laws.

Each therapist is responsible for maintaining their own privacy information relating to the therapy services they provide.

Lawful Basis for Processing

We process personal information under the following lawful bases:

Legitimate Interests

To respond to enquiries, administer our services and operate our business.

Contract

To take steps requested by you before entering into a therapeutic relationship and to provide services where requested.

Legal Obligation

To comply with legal, regulatory, safeguarding, insurance and professional requirements.

Special Category Data

Where health-related information is processed, we rely on the relevant provisions under UK GDPR relating to the provision of health and therapeutic services and associated professional obligations.

Third Party Service Providers

We use trusted third-party providers to help operate our services.

Wix

Our website is hosted by Wix.

Zanda

We use Zanda as our secure practice management system for enquiries, appointment administration and record management.

Stripe

We use Stripe to process payments securely.

MailerLite

We use MailerLite to manage email newsletters and marketing communications.

Substack

We use Substack to distribute newsletters, articles and updates.

Google Analytics

We use Google Analytics to help us understand how visitors use our website and to improve website performance and user experience.

Google Analytics collects information such as pages visited, time spent on the website and general location information. This information does not directly identify individual visitors.

Administrative Support

Authorised administrative support personnel may have access to information necessary to manage enquiries, bookings, payments and business administration.

All administrative support personnel are required to maintain confidentiality and comply with data protection obligations.

Website Analytics and Cookies

Our website may use cookies and similar technologies to improve functionality, website performance and user experience.

Cookies may be used to:

- Remember website preferences
- Improve website functionality
- Analyse website traffic and visitor behaviour
- Support website security

Where required, non-essential cookies will only be used where appropriate consent has been obtained.

You can manage cookie preferences through your browser settings.

Marketing Communications

If you subscribe to our newsletter or marketing communications, we may send information relating to:

- Therapy services
- Events
- Workshops
- Training
- Resources
- Business updates

You can unsubscribe at any time using the unsubscribe link provided in communications or by contacting us directly.

We do not add individuals to marketing lists solely because they have submitted a therapy enquiry.

Marketing communications are only sent where consent has been provided or where otherwise permitted by applicable law.

Data Security

We take appropriate technical and organisational measures to protect personal information.

These measures include:

- Password-protected systems
- Restricted access controls
- Secure practice management software
- Confidentiality obligations for therapists and administrative personnel
- Secure communication systems
- Regular review of access permissions
- Secure storage of electronic records

While no method of transmission or storage can be guaranteed to be completely secure, we take reasonable steps to protect personal information from unauthorised access, loss, misuse or disclosure.

Data Retention

We retain information only for as long as necessary.

Typical retention periods include:

- General enquiries: up to 24 months
- Marketing subscriptions: until consent is withdrawn or unsubscribe requests are received
- Financial records: retained in accordance with legal and accounting requirements
- Business administration records: retained where necessary for legal, insurance and operational purposes

Clinical records maintained by independent therapists are retained in accordance with the therapist's own professional, legal, ethical and insurance obligations.

Retention periods may be extended where required for safeguarding, legal, regulatory or insurance purposes.

Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request restriction of processing
- Object to certain forms of processing
- Request deletion where applicable
- Withdraw consent for marketing communications
- Lodge a complaint with the Information Commissioner's Office (ICO)

Some rights may be limited where legal, safeguarding, insurance or professional obligations apply.

Requests relating to clinical records held by an independent therapist may need to be directed to the therapist responsible for those records.

Complaints

If you have concerns about how your personal information has been handled, please contact us in the first instance so that we have an opportunity to resolve your concerns:

info@neurodivergenttherapyspace.com

You also have the right to complain to the Information Commissioner's Office (ICO).

Website: www.ico.org.uk

Telephone: 0303 123 1113

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, legal obligations or data processing activities.

The latest version will always be available on our website and will include the date of the most recent update.

Policy Review

This Privacy Policy will be reviewed annually, or sooner if there are significant changes to our services, legal obligations, systems, or data processing activities.

Next Review Date: 9 June 2027