Privacy Policy

Last updated 03/11/2026

I am committed to protecting and respecting your privacy. This Privacy Policy explains how I collect, use, store, and protect personal data in compliance with the General Data Protection Regulation (GDPR) and related legislation.

Silver Birch Play Therapy operates www.silverbirchplaytherapy.com. At Silver Birch Play Therapy we take our responsibility in respect of the confidentiality and security of data very seriously. As such, this privacy notice outlines how we treat your personal data, when you register an interest in becoming a client or you become a client with us.

If you do not want your information to be collected and used as described below, you may revoke your consent, please contact us at silverbirchplaytherapy@outlook.com .

Communications

If you use our contact page, we will use this e-mail to contact you to discuss services and referrals.

Should you decide not to go ahead with a service we will not retain this information after you have stated that you do not require a service. If you state that you will require a service within the following 12 months, I will retain your information for a 12-month period.

For referrals I will require Parental consent, a referral form and completed Strengths and Difficulties questionnaires (SDQ) completed by parents and school, if attending a school setting.

If at the stage of referral, I am unable to begin work immediately, your details will be put on a waiting list with information from the forms above. They will be kept on the waiting list for a period of 12 months unless you indicate that you would like these to be removed.

Changes to This Privacy Policy

This Privacy Policy is effective as of 03/11/2026 and will remain in effect except with respect to any changes in its provisions in the future.

We reserve the right to update or change our Privacy Policy at any time, and you should check this Privacy Policy and Cookie Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

When accessing Play Therapy Services

1. **How we will use your details**

a. Your personal contact details (your name, child's name, DOB, phone number and email address)

We will only use this information to contact you or for reporting the progress and results of the therapy for quality assurance purposes. We will only share these details outside of our organisation for medical or legal/safeguarding purposes or, if it is relevant, when our computer

systems are being repaired. Phone numbers may be kept on the therapist's phone using initials only.

b. Your child's age, sex, ethnic background and why they have been referred for play therapy

We will use this information in reports circulated within our organisation. We use it to assess how effective and efficient the service is for different types of children. If the details contain your or your child's name, we will mark them as 'confidential' and store them securely. If we send this information outside our organisation, we will make it anonymous so that neither you nor your child can be traced.

We do not sell your Personally Identifiable Information. We may share data with providers and partners who assist with website operations and services-such as accounting, provided they agree to confidentiality. Data may also be shared if legally required or to enforce our policies and safety.

How I Store Personal Data:

Personal data is stored securely in the following ways:

- Electronic records: Stored on secure, password-protected systems.
- Paper records: Kept in locked filing cabinets accessible only by authorised personnel.
- I retain personal data only for as long as necessary to fulfil the purposes outlined above or as required by law. After this period, data will be securely destroyed.

c. Measures based on the results of questionnaires

You or the person who referred your child for play therapy will fill in these questionnaires (Goodman's Strength and Difficulties Questionnaire (SDQ)). We will use the questionnaires to assess how severe any emotional well-being, behaviour or mental-health issues are so that we can decide how many sessions your child needs. We may use the questionnaires after therapy has started and additionally at the end of therapy to see what changes have happened. If any reports contain your child's name, we will mark them as 'confidential' and store them securely. If we send the reports outside the organisation, we will make the information in them anonymous so that it can't be linked to you or your child.

d. The activities your child does during the sessions

We use this information to review your child's progress. We also use it to see which activities help improve children's emotional well-being and mental health so that we can improve the quality of our therapists' practice, including their training.

2 Supervision and quality assurance

All practitioners on the Register of Play and Creative Arts Therapists, managed by PTUK and accredited by the Professional Standards Authority, must have a set number of hours of clinical supervision. The therapist makes a verbal report on each child to a clinical supervisor who is very experienced in working in therapy with children. The child's progress, including their problems, what they do in the sessions, any significant themes in their play and anything else that is relevant, is discussed. The clinical supervisor assesses and reviews a therapist by providing support and advice, identifying any problem areas and, if necessary, suggesting action to be taken.

Notes may be taken during the discussions between the therapist and supervisor. If these notes contain your or your child's name, we will mark them as confidential and store them securely. If we send any part of these notes to anyone else or another organisation, we will make your or your child's personal details anonymous so that you can't be traced.

3 **Play Therapy UK**

Play Therapy UK is my professional organisation. It uses information about your child and their play therapy activities to check the quality of therapists' service, and to update the clinical evidence base (see below) and other research projects which are aimed at improving the quality of therapists' practice for the benefit of the children they work with.

The clinical evidence base is kept in a secure computer database managed by us. It is used to compare the results of therapy with a child's characteristics (such as their age, sex, ethnic background and the condition they have been referred with), the number and type of sessions and the therapy activities that have taken place. Doing this helps us to set guidelines of good practice, and to identify any areas of risk or where further investigation (through research) is needed. I make all the information anonymous so that a child cannot be identified in any lists or reports that are produced. When we analyse and report on information, it is based on groups of a minimum number of 200 cases and does not identify any child.

PTUK therapists re-register each year.

The following information is provided.

- Your child's age, sex, ethnic background and the condition they were referred to us with
- Measures they have taken based on information from questionnaires
- The therapy activities carried out by the child during the sessions

Fortuna:

Fortuna is a highly secure system provided by PTUK for me to record your and your child's information. Your and your child's details are only processed by me (your therapist), for communication purposes. They are not processed by PTUK except, if relevant, when our computer system is being repaired. Neither are they released by PTUK to any other organisation or person.

Data Breaches:

In the unlikely event of a data breach that may pose a risk to your rights and freedoms, I will notify you and the relevant supervisory authority (the Information Commissioner's Office) as required under the GDPR and follow any guidance.

Your rights:

You have a right to access personal information that we hold about you or your child.

▪ Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with.

▪ Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.

▪ Your right to erasure - You have the right to ask us to delete your personal information.

▪ Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.

▪ Your right to object to processing - You have the right to object to the processing of your personal data.

▪ Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.

▪ Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

For details of information I, your service provider and data controller, holds contact: silverbirchplaytherapy@outlook.com

SBPT-Fiona Coull is registered with the Information Commissioner's Office: Reference number: ZB355043.

Cookie Policy

Introduction

This Cookie Policy explains how Silver Birch Play Therapy ("we," "our," "us") uses cookies and similar technologies on our website. Using our website signifies agreement with our cookie usage as outlined.

What Are Cookies?

Cookies are small text files placed on your device to help websites function efficiently and provide insights to site owners.

How We Use Cookies

Cookies are used to:

- **Improve User Experience**
- **Analyse Website Traffic:** Understand user interactions to improve functionality.

Types of Cookies We Use

- **Essential Cookies:** Necessary for core functions like navigation and secure access.
- **Performance Cookies:** Gather insights on website use, such as page visits and errors, to enhance user experience.

Managing Cookies

Manage cookies through your browser settings. Options include:

- Viewing and deleting cookies individually
- Blocking third-party cookies
- Blocking all cookies from specific sites

- Deleting cookies upon browser closure

Note that disabling cookies may impact website functionality.

Incapacity:

If I become unable to work due to a disabling illness, injury, or death, a person of my trust will have access to my client list (which is password protected) and act as my therapeutic executor. They will have access to this to contact you and inform you of the situation.