

Privacy Notice

At Fara Practice, we take your privacy seriously. This notice explains what personal information we collect, why we need it, how it is protected and your rights in relation to your information.

Data controller

Farai Chandiwana, trading as Fara Practice, is the data controller responsible for the personal information collected and used in connection with Fara Practice's services.

If you have any questions about how your personal information is used or wish to exercise your data-protection rights, you can contact:

Fara Practice

Email: Contact@farapractice.com

Where we obtain your information

Most of the personal information we hold is provided directly by you. Where appropriate, we may also receive relevant information from other sources, such as your GP, another healthcare professional, an insurer or another person involved in your care, where there is an appropriate basis for doing so.

Information we collect

To provide safe and effective therapy, we may collect information including:

- your name, date of birth and contact details;
- GP and emergency contact details where appropriate;
- information about your mental and physical health;
- relevant medical or medication information;
- assessment information, treatment plans and clinical notes;
- questionnaires and outcome measures;
- relevant risk or safeguarding information;
- correspondence and appointment information; and
- payment and billing information.

We aim to collect only information that is relevant to providing and managing your care.

Providing your information

We need certain personal and health information to assess whether we can provide therapy safely and appropriately and to provide and manage your treatment. If you do not provide information that is necessary for these purposes, we may not be able to provide some or all our services.

How we use your information

We may use your information to assess your needs, provide and review your treatment, arrange appointments, communicate with you, maintain appropriate clinical records, process payments and meet relevant professional, safeguarding, insurance and legal responsibilities.

Fara Practice will process personal and health information only where there is an appropriate lawful basis for doing so under applicable UK data-protection legislation.

Our lawful basis for processing your personal information is that it is necessary for the performance of our contract with you, or to take steps at your request before entering into a contract with you, under Article 6(1)(b) of the UK GDPR. Where necessary, we may also process personal information to comply with a legal obligation under Article 6(1)(c) of the UK GDPR.

Information about your physical or mental health is special-category personal data. We process this information where necessary for the provision and management of health care or treatment under Article 9(2)(h) of the UK GDPR and the relevant provisions of the Data Protection Act 2018. Health information is handled subject to applicable professional and confidentiality obligations.

In certain circumstances, such as safeguarding, legal claims or other legal requirements, a different lawful basis or special-category condition may apply.

Confidentiality and sharing information

Your information will ordinarily remain confidential.

Your therapist may discuss aspects of their work within confidential clinical supervision. Unnecessary identifying information will be avoided wherever possible.

Relevant information may also be shared with another healthcare professional where this is appropriate and, where required, agreed with you.

Information may need to be shared without your consent where there is a serious concern about your safety or another person's safety, a safeguarding concern, a legal requirement or another appropriate legal or professional reason.

Where possible and safe, we will aim to discuss this with you beforehand.

Fara Practice may also use trusted service providers for functions such as secure technology, payment processing, accounting or practice administration. Where these providers process personal information on our behalf, appropriate data-protection arrangements will be used.

How long we keep your information

We take reasonable steps to keep your personal and clinical information secure and protect it against inappropriate access, loss or disclosure.

Access to information is limited to those who reasonably require it.

We retain clinical records for seven years after your treatment with Fara Practice ends, unless there is a legal, regulatory, safeguarding or insurance reason that requires us to retain them for longer.

Other information, such as financial, payment and administrative records, may be retained for different periods where necessary to meet legal, tax, accounting, insurance or other legitimate requirements.

At the end of the applicable retention period, records will be securely deleted or destroyed unless there is a lawful reason for their continued retention.

Communication

We may use email, telephone or text messaging to communicate with you about appointments and other relevant matters.

Electronic communication can carry privacy risks, so we recommend avoiding highly sensitive clinical information in ordinary emails or text messages unless this has been specifically agreed.

Your rights

Depending on the circumstances, UK data-protection law gives you rights in relation to your personal information. These may include asking:

- what information we hold about you;
- for a copy of your information;
- for inaccurate information to be corrected;
- for information to be deleted or restricted in certain circumstances; or
- for certain uses of your information to stop.

Some rights are subject to legal limitations or exemptions.

If you would like to make a request or have questions about how your information is used, please contact:

Fara Practice

Email: Contact@farapractice.com

About this notice

Fara Practice is responsible for the personal information it collects and uses in connection with its services.

This notice may be updated if our services, systems or legal obligations change.

Last updated: 16/09/2026