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Documents

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Data Retention Policy

Last updated: 16 June 2026

St Francis Clinic

This policy explains how long I keep your personal information and why. I have written it in plain language so you can understand exactly what happens to your data.

Why I Retain Your Data

I keep records of our work together for several important reasons:

- **Legal obligations** — The Limitation Act 1980 sets out time limits during which legal claims can be brought, and I must retain records to respond to any such claims
- **Professional standards** — As a practitioner in private practice, I am expected to maintain accurate records of treatment provided
- **Insurance requirements** — My professional indemnity insurance requires me to keep records for a minimum period to support any claims that may arise
- **Continuity of care** — If you return to therapy after a break, your records help me provide the best possible support

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Retention Periods

Type of Record	How Long I Keep It	Reason
Client therapy records (adults)	8 years after your last session	In line with the Limitation Act 1980 and standard professional indemnity insurance requirements
Client therapy records (under 18 at time of therapy)	Until you reach the age of 25	In line with the Limitation Act 1980 and standard professional indemnity insurance requirements
Enquiry and contact data (non-clients)	12 months	To respond to your enquiry and follow up if appropriate
Financial records and invoices	6 years	HMRC requirement
Insurance records	7 years	To support any insurance-related matters

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What I Retain

The records I keep may include:

- **Session notes** — My written notes about our sessions together
- **Contact details** — Your name, address, telephone number, and email address
- **Payment records** — Invoices and records of payments received
- **Correspondence** — Letters, emails, and other communications between us
- **Consent forms and agreements** — Any documents you have signed

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How Your Data Is Stored

I keep paper records only for clinical notes. These are stored in a locked filing cabinet in a secure room at my practice. Only I have access to your records — they are not shared with any other party except where required by law.

Your Right to Erasure

Under UK GDPR, you have the right to request that I delete your personal data. However, this right is not absolute. I may need to refuse your request, or delete only some of your data, where:

- I am required to keep records to meet my professional obligations
- Retention is necessary for my professional indemnity insurance
- The Limitation Act 1980 requires me to retain records in case of future legal claims

If I cannot fully comply with an erasure request, I will always explain my reasons clearly and in writing.

Secure Disposal

When the retention period ends, I dispose of your records securely:

- **Paper records** — Securely shredded using a cross-cut shredder

I review records annually to identify any that have reached the end of their retention period.

Questions or Complaints

If you have any questions about how long I keep your data, or if you wish to make a data protection complaint, please contact me:
Email: info [at] stfrancisclinic.co.uk
You can also use the complaints form on my compliance page at https://stfrancisclinic.policydiary.co.uk
If you are not satisfied with my response, you have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk.

Anthony Morgan St Francis Clinic ICO Registration Number: 14225253
Regenerate documents →View public page

Add a cookie consent banner to your website
This adds a cookie consent banner to your website, informing visitors about cookies and linking to your compliance documents. Paste before the </body> tag.

```
<script src="https://cdn.policydiary.co.uk/embed.js" data-id="bfe71fb3ed90bf5f" defer></script>
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