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Data Retention Policy

This policy sets out what information Aisling Psychotherapies holds, how long it is held for, where it is stored, and when it will be deleted.

It also covers the procedure to follow regarding data requests.

- Information held by us
 - How long is personal data held?
 - Where is personal data held?
 - How is personal data deleted?
 - Access to personal information, correction, and deletion
-

Information Held by Us

We may hold personal information about:

- Aisling Psychotherapies clients
- Associates or employees
- Financial transactions

This may include contact details, registration information, clinical notes, safeguarding-related information, and records of services provided.

We also hold information relating to financial transactions, such as services or treatments provided, products purchased, invoices, and payroll information where applicable.

How Long Is Personal Data Held?

We aim not to hold personal data for longer than necessary.

Unless requested by an individual and where legally and ethically appropriate, the following types of data will be held for the periods shown below, after which they will be securely deleted or destroyed.

TYPE OF INFORMATION	RETENTION PERIOD
Aisling Psychotherapies registration and clinical records (adults)	Seven years from the last use of a service
Client records for children and young people	Until the client's 25th birthday
Financial transactions, invoices, and supplier details	Six years
Employee records (including associates), contracts of employment, changes to terms and conditions, annual leave, training records, DBS checks	While employment or association continues and up to six years after it ends.
Emails	One year from the end of the month they were received or sent, unless a longer period is required because they form part of a clinical, safeguarding, or employment record. Emails to and from former employees or associates will be deleted within two weeks of them leaving unless they form part of the employment record

Where Is Personal Data Held?

Personal data relating to Aisling Psychotherapies clients is held within **WriteUpp**, a secure, GDPR-compliant online practice management system used for clinical records, contact information, and appointment management.

WriteUpp stores data on secure servers within the UK and/or European Economic Area and uses encryption and role-based access controls to protect personal information. Access is restricted to authorised Aisling Psychotherapies personnel only.

Financial transactions, including invoices, are held on **FreeAgent**.

Associates' and employees' details are held on a secure **Google Drive**, which can be accessed only by authorised Aisling Psychotherapies personnel.

How Is Personal Data Deleted?

Personal data is permanently deleted in accordance with the retention periods listed above.

Deletion takes place from:

- WriteUpp (clinical and client records)

- FreeAgent (financial records, once retention periods have passed)
- Google Drive and email systems
- Paper records, which are securely shredded

WriteUpp's secure deletion and data management tools are used to ensure records are removed in line with data protection legislation and professional standards.

Access to Personal Information, Correction, and Deletion

Details about access to personal information, correction, and deletion requests can be found in our Privacy Notice, available on our website.

Requests for access to personal information will be handled by the relevant employee of Aisling Psychotherapies and responded to within 30 days.

Where appropriate, information relating to the individual will be collated from:

- Clinical records held on WriteUpp
- Financial records
- Emails
- Other electronic records
- Paper records (where applicable)

Requests for deletion will be considered in line with data protection legislation and professional, legal, and safeguarding obligations. Some information, including clinical records, may not be eligible for immediate deletion where there is a lawful or ethical duty to retain it.

Signed by Director:

Laura Pattison

Date updated: February 2026

To be reviewed: February 2028

Version History

Version | Date | Summary of Changes | Updated by

1.0 | December 2023 | Original Data Retention Policy created | Laura Pattison

1.1 | February 2026 | Updated retention periods to align with UKCP and AFSP ethical guidance, including retention of children and young people's records until age 25. Policy aligned with WriteUpp data storage and deletion processes. | Laura Pattison