

LB Therapy | Privacy Policy

Website: www.lbtherapy.ie / Updated: 8 October 2026

This Privacy Policy explains how LB Therapy collects, uses, stores and protects personal information relating to website visitors, enquiries and psychotherapy clients. It replaces the website privacy policy dated 16 May 2023.

1. Who is responsible for your information?

Data controller: Laura Buckley, trading as LB Therapy, self-employed in Spain (Andalusia).

Contact: lbtherapy@outlook.ie. Business contact telephone: +34 711 052 505. A postal contact address can be provided upon request (coming soon).

2. Information that may be collected

Website and enquiries: name, email address, telephone number, messages, booking details, technical usage information, device/browser data and cookie preferences. Please avoid sending sensitive clinical details through a general website contact form.

Therapy services: identification and contact details, relevant personal and health history, assessment information, appointment and attendance records, therapeutic notes, communications, emergency contact details where appropriate, invoices and payment status. Health-related information is special-category personal data under the GDPR.

3. Why information is processed and my legal bases

LB Therapy uses enquiry and booking information to respond to requests, arrange appointments and provide services (GDPR Article 6(1)(b), where applicable). LB Therapy process invoices and accounting records to meet legal obligations (Article 6(1)(c)). I may process limited security and operational information for legitimate interests (Article 6(1)(f)), subject to balancing individual rights. Optional marketing and non-essential cookies rely on consent where required (Article 6(1)(a)).

4. Booking, video consultations and payments

LB Therapy website is hosted using Wix. Payments will be processed by Stripe. Payment providers process information under their own privacy notices; LB Therapy normally receives transaction status and limited payment details rather than full card numbers. Online sessions will involve a separate secure video provider – www.doxy.me.

5. Confidentiality and disclosures

Therapy information is treated as confidential and accessed only where necessary. Limited disclosures may be required to comply with law, respond to serious safeguarding or safety concerns, establish or defend legal claims, or engage professional supervision subject to appropriate

confidentiality safeguards. LB Therapy may use contracted service providers for hosting, scheduling, video consultations, secure storage, accounting and payment processing, with appropriate data protection arrangements.

6. International transfers

Some technology providers may process information outside the European Economic Area. Where GDPR rules require safeguards, appropriate mechanisms such as an adequacy decision or Standard Contractual Clauses will be used. Relevant provider information can be requested by email.

7. Data Retention

LB Therapy retains personal information only for as long as necessary to fulfil the purposes for which it was collected and to comply with applicable legal, professional, regulatory and insurance obligations.

- **Website enquiries:** Personal information submitted through contact forms or email is retained only for as long as necessary to respond to enquiries and manage related communications.
- **Financial records:** Invoices, payments and associated financial information are retained in accordance with Spanish tax and accounting requirements.
- **Clinical records:** Psychotherapy records, including assessments, session notes and relevant therapeutic documentation, are securely maintained in accordance with applicable professional, legal and insurance requirements. Our current professional indemnity insurance conditions require descriptive treatment records to be retained for a minimum of 10 years from the date of treatment, subject to applicable data protection legislation.

All personal information is stored securely, with access restricted to authorised individuals. Once the applicable retention period has expired, information will be securely deleted or anonymised, unless continued retention is legally justified.

Clients may request information about the retention of their personal data or exercise their rights under the General Data Protection Regulation (GDPR) by contacting lbtherapy@outlook.ie.

8. Security

LB Therapy takes appropriate organisational and technical steps to protect information, including access controls, secure devices and services, confidentiality arrangements and appropriate record handling. No internet-based system can be guaranteed completely secure. Please do not use ordinary email for urgent clinical emergencies.

9. Your data protection rights

Subject to the conditions and exceptions in the GDPR, you may request access, correction, deletion, restriction, portability or object to certain processing. Where processing is based on consent, you may withdraw that consent without affecting earlier lawful processing. You may also complain to the Spanish Data Protection Agency. Contact lbtherapy@outlook.ie to exercise your rights.

10. Cookies and analytics

This website may use essential cookies needed for its operation and optional analytics or other third-party cookies.

Non-essential cookies should not be placed before any consent required by Spanish cookie rules is obtained. Visitors can accept, reject or manage optional cookies.

11. Children

LB Therapy provides services to adults aged 18 and over. If information about a minor is submitted inadvertently, it will be assessed and handled in accordance with applicable law.

12. Updates and contact

We may update this policy when our services, providers or legal obligations change. The current version will be published on www.lbtherapy.ie. For questions about privacy or the use of your information, contact lbtherapy@outlook.ie.