

Privacy Notice

Last updated: 9 September 2026

About This Privacy Notice

This Privacy Notice explains how I collect, use, store and share personal information when people enquire about or receive clinical supervision, coaching supervision, mentoring supervision, reflective practice or coaching from me.

It applies to people who fund their own support and to people whose support is commissioned or funded by an employer, organisation or funding body. It also covers people who contact me through my website.

I provide an independent service and take the privacy and confidentiality of the people I work with seriously. I only collect and use information where it is reasonably necessary to respond to enquiries, arrange and provide support, maintain appropriate records, manage payments and meet my professional, safeguarding and legal responsibilities.

Who Is Responsible for Your Information?

I, **Jason Saw**, am the data controller for the personal information described in this notice. This means I am responsible for deciding how and why this information is used.

I am registered with the Information Commissioner's Office as a data controller.

Email: info@jasonsawsupervision.com

Website: www.jasonsawsupervision.com

If your employer, another organisation or a funding body commissions your support, that organisation will normally be a separate data controller for the information it holds. My records and the confidential content of sessions are held independently.

Information I May Collect

Depending on the service and circumstances, I may collect:

- your name, pronouns and contact details
- your job title, role, employer or professional background
- information provided through an enquiry or referral
- information about the support you are seeking
- session dates, attendance and practical arrangements
- communication preferences
- agreement and consent records

- the name and contact details of a nominated welfare or emergency contact
- limited address information where this is reasonably required for service-administration or safety purposes
- invoices, payment information and financial records
- feedback, concerns or complaints
- brief and proportionate records relating to sessions
- records of significant professional decisions, actions or agreed next steps
- information relating to wellbeing, risk, safeguarding or safety where relevant
- correspondence with you or with an organisation commissioning your support

I do not routinely require a date of birth. A birthday or another significant date may sometimes be recorded where it is directly relevant to a person's wellbeing, safety or the support being provided.

Sensitive Personal Information

Supervision and coaching may involve discussion of sensitive personal experiences. This may include information about:

- physical or mental health
- disability or neurodivergence
- racial or ethnic identity
- religion or beliefs
- sexuality, gender identity or relationships
- experiences of discrimination, harassment or hate crime
- trauma, suicidal thoughts, risk or safeguarding
- personal identity, lived experience or other sensitive circumstances

This is known as **special-category personal data** under data-protection law and receives additional protection.

Where sensitive information is shared as part of supervision or coaching, I will normally process it with your explicit consent. In exceptional circumstances, another condition permitted by data-protection law may apply, including where information is needed in connection with legal claims, to protect vital interests where a person is unable to give consent, or for the safeguarding of an adult at risk where the relevant legal conditions are met.

You decide what personal information to share during sessions. However, having sufficient relevant information may sometimes be necessary for me to provide safe and appropriate support.

Where Information Comes From

Most information is provided directly by you through an enquiry, conversation, agreement, session, email, telephone call or message.

If support is commissioned by an employer, organisation or funding body, they may provide information such as:

- your name and work contact details
- your role or service area
- the reason support has been requested

- relevant background information
- funding, invoicing or attendance arrangements

The amount of information provided varies. Receiving information from an employer or organisation does not mean that they are entitled to receive confidential information about your sessions.

Information may also be provided by your nominated welfare or emergency contact where this is necessary in connection with a concern about your wellbeing or safety.

Why I Use Personal Information

I may use personal information to:

- respond to enquiries
- discuss whether my services may be suitable
- arrange discovery calls and sessions
- establish and manage supervision or coaching agreements
- provide the support that has been requested
- communicate about appointments and practical arrangements
- maintain accurate and proportionate professional records
- respond to wellbeing, risk or safeguarding concerns
- contact a nominated welfare contact where appropriate
- manage invoices, payments and financial records
- meet tax, insurance and other legal requirements
- respond to feedback, concerns or complaints
- review my work and support safe, ethical and reflective practice
- maintain the security and operation of my website and communications
- establish, exercise or defend legal rights
- meet my professional and ethical responsibilities

I do not use personal information for unrelated marketing, sell it to other organisations or make automated decisions about people.

Lawful Bases for Using Information

The lawful bases I may rely on under UK data-protection law are:

- **Contract:** where information is needed to take steps requested before entering into an agreement or to provide an agreed service directly to you.
- **Legitimate interests:** where information is reasonably necessary to operate a safe and responsible independent practice, arrange employer-funded support, maintain appropriate records, respond to concerns, protect confidential services and support professional accountability. I consider the effect on your rights and privacy before relying on this basis.
- **Legal obligation:** where I must keep or disclose information to comply with tax, court, regulatory or other legal requirements.
- **Consent:** where you have made a clear and informed choice, including explicit consent for relevant special-category information or permission to publish identifiable feedback.
- **Vital interests:** in a rare emergency where using information is necessary to protect someone's life or physical safety.

Where special-category information is involved, I must also identify an additional condition under data-protection law, as explained in the section on sensitive personal information.

You may withdraw consent at any time by contacting me. Withdrawing consent does not affect the lawfulness of information used before consent was withdrawn. It may affect my ability to continue providing a service if the information is necessary for safe and appropriate support.

Session Records

I maintain brief, proportionate records to support continuity, professional accountability and safe practice. Depending on what is relevant, these may include:

- a coded identifier or initials
- the date, duration and format of a session
- a brief description of the focus of the session
- relevant observations, reflections or professional judgements
- significant decisions or agreed actions
- risk, welfare or safeguarding information
- contact outside sessions where it is relevant to the work

I may make temporary handwritten notes during or immediately after a session. Relevant information is transferred into the appropriate electronic record and the handwritten notes are then securely destroyed.

People receiving supervision should avoid sharing identifying information about their own clients or service users unless it is genuinely necessary. My records are intended to contain only limited and non-identifying information about third parties wherever possible.

Sessions are not recorded or transcribed, and I do not use automated or artificial-intelligence note-taking tools during sessions.

My Own Professional Supervision

I receive professional supervision to support safe, ethical and accountable practice.

Relevant aspects of my work may be discussed within this confidential professional-supervision relationship. I limit information to what is relevant and necessary. Where possible, identifying information is avoided, but complete anonymity cannot always be guaranteed.

This is particularly relevant within small or specialist sectors, where a person, organisation or situation may be recognisable from a first name, role, identity, lived experience or professional context.

My supervisor is expected to follow appropriate professional, ethical and confidentiality standards. Information would only be shared beyond that supervisory relationship where there was a lawful, safeguarding or serious-risk reason to do so.

Employer-Funded Support

Where an employer, organisation or funding body pays for support, any reporting arrangements must be agreed before sessions begin.

Reporting will normally be limited to:

- confirmation of attendance
- the number of sessions used
- practical or invoicing information
- non-personal and non-identifiable themes, where this has been agreed

Personal information or session content will not be shared with an employer simply because they are paying for the service.

Information may be shared where you have given explicit permission or where there is a safeguarding concern, serious risk of harm, serious unethical practice or legal obligation requiring disclosure. Wherever it is safe and possible, I will discuss this with you before sharing information.

An employer may sometimes ask for a supervisee's name to appear on an invoice or other funding record. Where this is required, only the minimum necessary information will be included.

Welfare, Risk and Safeguarding

Everyone receiving individual support is normally asked to provide details of a nominated welfare or emergency contact. This might be a family member, friend, colleague, line manager or another appropriate person.

I may contact this person if:

- you miss a planned session without explanation;
- I cannot make contact with you; and
- I have a significant concern about your immediate wellbeing or safety.

For employer-funded support, I may contact an appropriate manager or organisational contact if there is no alternative agreed arrangement and concerns remain.

Confidentiality is not absolute. Information may be shared without consent where this is necessary and lawful in response to a serious risk of harm, safeguarding concern, court order or other legal requirement. Any disclosure will be limited to relevant information and recorded appropriately.

Communication and Online Sessions

Communication may take place by:

- email through my IONOS email account
- telephone
- SMS
- WhatsApp Business
- another method agreed with you

Online sessions normally take place through Zoom. Another platform may be used where this is requested and agreed.

These service providers process some technical and account information when their services are used. Their own privacy arrangements also apply. While reasonable steps are taken to protect confidentiality, no electronic communication system can be guaranteed to be completely secure.

Website Information

My website is hosted and managed through IONOS.

When you use the website, IONOS and related website services may process technical information such as:

- your internet protocol address
- browser and device information
- the pages visited
- dates and times of visits
- cookie or website-consent choices
- security and performance information
- general website usage statistics

This information is used to keep the website secure, understand how it is being used and improve its operation. Cookies requiring consent should only be used in accordance with the choices made through the website's cookie or consent settings.

Google Search Console is used to understand how the website appears in search results. This generally provides aggregated information rather than identifying individual website visitors.

A Google Business Profile is also used to provide public information about my practice. If you interact with that profile, Google's own privacy arrangements will also apply.

Contact Form and Enquiries

If you use the website contact form, you will be asked to provide your name, email address and a message. You may also choose to provide your pronouns.

The information is sent to my IONOS email inbox and is used to respond to your enquiry and manage any support you request.

If an enquiry does not lead to an ongoing service, it will normally be deleted when it is no longer reasonably required, usually within 12 months of the last meaningful contact, unless there is a safeguarding, complaint, legal or other justified reason to retain it for longer.

Feedback and Complaints

Feedback may be invited to support reflection, learning and practice development. Providing feedback is voluntary.

Anonymous feedback may be reviewed or used to identify general themes. Feedback will only be published in a way that identifies a person or organisation where separate, explicit permission has been obtained.

Expressions of dissatisfaction are recorded and considered, including where they are resolved informally. This helps me respond appropriately, learn from concerns and identify recurring themes or possible future problems.

Most concerns will be addressed directly and informally wherever possible. Where a complaint becomes serious or cannot be managed safely within the practice, relevant information may be shared where necessary with a professional supervisor, insurer, legal adviser, professional body, regulator or other appropriate authority.

Only information relevant to the particular concern will be shared.

Who Information May Be Shared With

Where necessary and appropriate, information may be shared with:

- a nominated welfare or emergency contact
- an employer or commissioning organisation within agreed reporting arrangements
- my professional supervisor
- providers supporting my website, email, telephone or online sessions
- my bank and relevant payment services
- HM Revenue & Customs or another body where required by law
- my insurer, a legal adviser or professional body in connection with a serious complaint or legal matter
- emergency services, safeguarding services or another appropriate authority in response to a serious and immediate concern
- a court, coroner, regulator or other person with lawful authority to require information

Personal information is not sold.

If I use administrative or accounting support in the future, access will be limited to information genuinely needed for that role and appropriate confidentiality and data-protection arrangements will be required.

International Processing

Some technology providers, including providers of website, email, messaging and online-meeting services, may process information outside the United Kingdom.

Where this happens, I take reasonable steps to use established providers with appropriate data-protection arrangements and safeguards. Further information about a particular provider or international transfer can be requested by contacting me.

Keeping Information Secure

I take reasonable and proportionate steps to protect personal information. These include:

- using a password-protected computer
- limiting access to records to me
- maintaining separate and proportionate professional records
- limiting the information recorded and shared
- securely destroying temporary handwritten notes after relevant information has been transferred
- using established email, website and communication providers

- reviewing and deleting information when it is no longer required

How Long Information Is Kept

Information is retained only for as long as there is a professional, contractual, safeguarding, financial or legal reason to keep it.

My standard retention periods are:

- **Temporary handwritten notes:** destroyed securely after relevant information has been transferred into the appropriate electronic record.
- **Aide-mémoire or reflective notes:** retained for up to 12 months after supervision or coaching ends.
- **Session records:** retained securely for seven years after the supervisory relationship ends, unless there is a legal, safeguarding, insurance or professional reason requiring them to be retained for longer.
- **Risk or safeguarding records:** retained for a minimum of seven years and longer where this is justified by the seriousness or continuing relevance of the concern.
- **Enquiries that do not proceed:** normally retained for no longer than 12 months after the last meaningful contact.
- **Nominated welfare-contact information:** normally retained for the duration of the support and then deleted unless it forms part of a relevant risk, safeguarding or complaint record.
- **Financial and tax records:** retained for at least the period required by HM Revenue & Customs, generally at least five years after the relevant 31 January tax-return deadline.
- **Complaints, legal requests and disclosure records:** retained for the same period as the associated records or longer where reasonably required because of an ongoing complaint, safeguarding investigation, insurance matter, legal proceeding or regulatory requirement.

Longer-term records are reviewed periodically and are not retained indefinitely without a reason.

Your Data-Protection Rights

Depending on the circumstances and lawful basis being used, you may have the right to:

- ask for a copy of your personal information
- ask for inaccurate or incomplete information to be corrected
- ask for information to be deleted
- ask for the use of your information to be restricted
- object to the use of your information
- ask to receive certain information they provided in a commonly usable electronic format
- withdraw consent where processing is based on consent

These rights do not apply in every circumstance. For example, information may sometimes need to be retained because of a legal obligation, safeguarding concern, complaint or legal claim.

To exercise a right or ask a question about your information, please email:

info@jasonsawsupervision.com

I may need to confirm your identity before providing personal information. I will normally respond within one month, although the law allows additional time in certain complex circumstances.

Complaining About the Use of Your Information

If you have a concern about how your personal information has been handled, please contact me first so that I can try to understand and resolve it.

You also have the right to complain to the Information Commissioner's Office:

Website: www.ico.org.uk

Telephone: 0303 123 1113

Changes to This Notice

This Privacy Notice may be reviewed and updated when my services, working arrangements, technology or legal responsibilities change.

The most recent revision date will be shown at the beginning of the notice.