



PRIVACY NOTICE FOR Counselling Clients

Personal data is information or data about a person which makes that person identifiable.

What data and information do you hold on me?

Name, address, telephone numbers, email address, and date of birth; GP practice; home circumstances (who lives with you); disability status; benefit status, income banding, gift aider.

Some of this information is termed "sensitive personal data", such as your disability and benefit status. Following each counselling session the counsellors make brief handwritten notes about that session in a form that is identifiable as belonging to you. This is also classed as sensitive data.

What do you do with my personal data?

We use your personal data to process your request for counselling and to enable us to contact you. We also need it to maintain our accounts and records. Finally, we use the statistics derived from amalgamating clients' data to fundraise and promote the charity.

Where do you store my personal data?

We do not keep information about you in the i-Cloud. Electronic information is held on an intranet server. Access to our desktops and laptop computers is password protected. We employ an IT firm to maintain firewalls and deal with IT security. Only counsellors, the Head of Counselling and the Counselling Co-ordinator have access to the written session notes about clients. These paper records are stored in a locked cabinet, with the key in a secure place.

Sharing your personal data

Your personal data is shared only within the staff of Network Counselling and Training in order to carry out a service to you. We do not share your data with anyone else, unless there is a lawful reason to do so – eg if we had good reason to be concerned about you or another person.

How long do we keep your personal data?

We keep personal data about clients for 6 years.

The rules about how we keep and use your information

The way we keep your information safe, and what we can do with the information, is regulated by the Data Protection Act 1998, and by new GDPR* regulations coming into force at the end of May 2018.

we can only hold information on you with your consent;

we can only use it for the reasons for which you gave it to us;

we cannot share it with anyone else unless there is a lawful indication to do so;

we must work to keep the information up to date and accurate;

we must keep your data safe and secure;

we must destroy it when it is no longer needed.

In addition you have a legal right to ask to see what information we keep relating to you, and we must rectify it if there are errors.

*GDPR – general data protection regulations.

You have the following rights

- The right to be informed that Network holds data on you;
- The right to access a copy of your personal data which Network Counselling and Training holds.
- The right to request that Network rectifies or corrects any personal data if it is found to be inaccurate or out of date;
- The right to request that your personal data is erased. However if we are unable to retain certain elements of your personal data, we may no longer be able to provide you with counselling.
- The right to restrict or object to our processing information about you, especially for fundraising purposes.
- The right to lodge a complaint with the Information Commissioners Office.

Contact Details

For any queries or complaints, and to exercise your rights as listed above, please ask your counsellor who will pass your request to the Head of Counselling. Alternatively, email info@network.org.uk and make your request.

If you are not satisfied with our response, you can contact the Information Commissioners Office in the following ways:-

Phone number: 0303 123 1113.

Email: <https://ico.org.uk/global/contact-us/email/>

Write to : The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.