

Privacy Statement

For Counselling Clients



In keeping with statutory data protection requirements as per UK GDPR, Network holds personal and identifiable information about counselling clients and people who have contacted us expressing an interest in receiving counselling with Network.

The legal basis for Network holding this data is “legitimate” interest, because of the reasons given below.

What data and information do you hold?

For counselling clients we hold the following data and information, as provided by the client. Name, address, telephone numbers, email address, date of birth, recent occupation, GP practice, home circumstances, disability status, mental health history, any previous counselling, current support system, income, income banding, gender, religion, place of worship and ethnicity.

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

What do you do with counsellors’ personal data?

We use your personal data to process your request for counselling, run a safe counselling service 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 personal data?

Electronic information may be held on an intranet server, in Office365, in our contacts management database and our accounting software. Access to our desktops, laptop computers and all cloud based software packages is password protected, where possible using multifactor authentication. Any paper records are stored in a locked cabinet, with the key in a secure place.

Sharing personal data

Your personal data is shared within the staff of Network Counselling and Training in order to carry out a service to you. Only counsellors and the Counselling Team staff have access to the written session notes about client. Counsellors are required to have regular supervision of their work, either individual or in a small group and at times a counsellor may discuss aspects of client work in supervision. Care will always be taken to protect a client’s identity and any information the supervisor or the supervision group members has about you will be treated in confidence.

Our IT support and database companies have access to all our electronic systems in order to protect and maintain them, and these companies are contractually required to uphold confidentiality of our information.

Occasionally, a counsellor may seek a client's written permission to use material from their work together, for example, for a case study or for an assignment they are required to complete as part of their ongoing training and professional development. Occasionally, a counsellor might request a client's consent to record online sessions. Clients are free to say "no" and this will not in any way affect the service they will be offered. Clients can also withdraw permission at any time should they change their mind at a later date. If a client's material is used in this way care will always be taken to ensure their identity is protected and all material will be destroyed once the assessment process has been completed.

We do not share your data with anyone else, unless there is a lawful reason to do so - for example if we had good reason to be concerned about your safety or the safety of another person.

How long do we keep personal data?

We keep personal data about clients for seven years following your final counselling session.

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 UK GDPR*, which states that:

- we can only hold information on you with your consent, or if there is a legitimate interest to do so;
- 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. This right must be held in tension with the need to administer employment requirements, and generally this right cannot be exercised in the work place.
- 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 contact the Head of Training.

Phone number: 0117 9507271

Email: info@network.org.uk

Write to: The Head of Training
Network Counselling and Training Ltd
Elm Park
Filton
Bristol
BS34 7PS

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