

Heswall Hills Counselling Centre Privacy Policy

Policy date: February 2023

Review date : February 2024

Contents

1. Purpose	2
2. Contact details.....	2
3. The type of personal information we collect	2
4. How we get the personal information and why we have it.....	2
5. What information will I share?	3
6. How we store your personal information :	3
7. Your data protection rights	3
8. How to complain	4

1. Purpose

We are committed to complying with the terms of the General Data Protection Regulation (GDPR) regarding the responsible and secure use of your data.

The purpose of this statement is to let you know what personal information we will collect and hold, why this data is collected, how long it is kept and what your rights are with regards to this personal data.

You will be asked to consent to the processing of your data under the terms of this policy. We are responsible for our own data management; and will abide by this privacy statement, and will hold our own privacy statement that complies with the GDPR terms.

2. Contact details

- **Name:** Heswall Hills Counselling Centre
- **Address:** 99 Brimstage Road, Heswall, Wirral, Merseyside CH60 1XF
- **Phone Number:** 07912 651539
- **E-mail:** mail@heswallhillscounsellingcentre.co.uk

3. The type of personal information we collect

We currently collect and process the following information:

Name, mobile number, email address, I will also collect any data you give me regarding personal and family background, alongside potentially sensitive data relating to medical and mental health conditions.

4. How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one the following reason:

- To be able to make an appropriate referral to one of the therapists at the centre.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting Heswall Hills Counselling Centre using the above contact details.
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.
- We need it to perform a public task.
- We have a legitimate interest.

5. What information will I share?

I will not share any information about you with other organisations or people, except in the following situations:

- **Consent** – I will share your information with the therapist at the centre to whom you have been referred.
- **Serious harm** – I may share your information with the relevant authorities if we have reason to believe that this may prevent serious harm being caused to you or another person.
- **Compliance with law** – I may share information when the law requires us to: ie safeguarding, terrorism, and serious crime.
- **Supervision** – It is an ethical requirement for any clinician offering therapeutic services to have regular supervision. Any supervisor used is an accredited member of the relevant accrediting body, and works within their ethical framework.
- In the events of a potential complaint, I may share information with my insurance company and or solicitor appointed by my insurance company, in order to seek their advice and guidance.

6. How we store your personal information :

All information you provide is stored as securely as possible. I will take all reasonable precautions to prevent the loss, misuse or alteration of information given.

All paper forms and correspondence are kept in a secure cabinet. All electronic files (eg original referral information) are kept on password-protected devices with virus protection software.

All information is limited to administrators, associates and any other personnel needed to maintain this therapy service. Any personnel that have access to these files abide by this privacy statement and / or hold their own privacy statement that complies with the GDPR terms.

If process notes are made, they are kept separate from any identifiable personal information.

Whilst I endeavour to keep my systems and communications protected against viruses and other harmful effects, I cannot bear responsibility for all communications being virus free.

Details taken at the point of referral are destroyed 3 months after the referral has been completed.

Any requests for personal data need to be made through a data subject access request and will be supplied within 30 days.

If members of the public choose to contact Cheryl Overington by text or mobile phone, numbers are not saved.

7. Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.



- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at mail@heswallhillscounsellingcentre.co.uk if you wish to make a request.

8. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at mail@heswallhillscounsellingcentre.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>