



CHELMSFORD COUNSELLING FOUNDATION

PRIVACY STATEMENT

Client Data

For the purposes of the Data Protection Act 1998 and the UK General Data Protection Regulation, Chelmsford Counselling Foundation is the (data) controller for the processing of personal information we hold about you. Chelmsford Counselling Foundation is registered with the Information Commissioner's Office (Registration number: Z130101X).

Chelmsford Counselling Foundation (CCF) has carried out a Legitimate Interest Assessment and believes it has a legitimate interest in holding your data. We promise to respect any personal data you share with us, or that we get from third parties and keep it safe. We aim to be clear when we collect your data and will not do anything you wouldn't reasonably expect with that data. CCF is bound by the British Association for Counselling and Psychotherapy (BACP) Ethical Framework for the Counselling Professions, which ensures that client confidentiality is preserved and individual autonomy respected.

- **How we collect information about you:**

We only collect your personal data from you when you make your initial appointment with CCF. You are also asked to complete an Equal Opportunities Questionnaire (optional), which is anonymous and no details are kept on your file.

- **What personal data we collect:**

We collect your name, address and telephone numbers on initial contact. We ask that you give telephone numbers and email addresses on which we are able to contact you with confidential messages if necessary.

Your date of birth, GP, occupation, details of medication, previous experience of counselling, first names of significant people and brief description of your problem are usually given verbally by at your initial assessment.

Any other relevant factual information you disclose during counselling sessions.

Some of the Data we may collect from you can be classified as 'Special Category Data'. Understandably, we have to be especially careful with this data, and we have to be satisfied that there are additional lawful reasons for holding it. This is Data that reveals:

- Racial or ethnic origin,
- Political opinions,
- Religious and philosophical beliefs,
- Trade union membership,
- Genetic data,
- Biometric data,
- Physical/Mental Health data, or
- Sex life and sexual orientation.

Within the categories of information we have listed above we may collect the following Special Category Data, and have outlined the lawful reasons for processing it:

- Other information about your physical, mental health or disability status, to ensure your health and safety and to fulfil the purposes of the Counselling contract. If we need to hold any other Special Category Data, we will ask for your explicit consent to hold it.
- Lawful reasons: Contractual and Consent

- **How and why we use your personal data:**

We only use your personal data to contact you in case of an emergency or necessary contact.

We do not use or pass your data to any third party for marketing purposes. It is important that when you share your contact details with us that they are either confidential or that you are agreeable to messages being left on telephone numbers, to any person who may answer the phone or necessary correspondence being sent to the address given.

It is **not the policy** of CCF to share information about your personal data or files with a third party and if so will only be given to persons with an absolute right to know. This will only be given with your specific written and signed consent.

In exceptional circumstances, it may be necessary to break confidentiality, for example if you are at risk of seriously harming yourself or others, where there is a Safeguarding issue or where there is an order by the Court.

- **How we keep your data safe and who has access to it:**

Your personal details are kept on a database on a password secured server which can only be accessed by personnel authorised to do so. Users of the server are kept to a minimum. To preserve your anonymity, once your details have been entered on to the database you are referred to only by your first name and a reference number. Your counsellor may be given your contact details for necessary contact but they **will not be** stored in a way that connects you to CCF as a service user and they will not be kept on your file.

In accordance with BACP's Ethical Framework, brief, factual written records of your counselling sessions are kept securely on CCF premises either in paper form or on a password protected system. Your personal data **will not appear** on the notes and you will be identified in a manner which protects your anonymity.

- **Keeping your information up to date:**

It is important that the information we hold for you is up to date. It is your responsibility to inform your counsellor or the administration office on 01245 284890 if you change any of your personal data, e.g. address. GP, telephone number. This information may be required in cases of emergency.

- **Your right to know what we know about you:**
CCF has a Client's Access to Files Policy. This will be implemented should you wish to know the information we hold. You would need to speak to your counsellor or contact the Head of Counselling on 01245 284890 or admin@chelmsfordcounselling.org.uk if you wish to access your file.
- **How long do we keep your data:**
When the counselling work has terminated, CCF securely retains client files for a period of 6 years before confidential shredding. Client Data held on the database will be deleted 6 years from the termination of counselling or 6 months after an intake assessment which does not lead to counselling.
- **Other use of your data:**
We do not use and will not use in the future any of your personal data for any marketing.
- **Your Right to Complain:**
The personal data we hold should have no adverse effect on you and we believe you should have no reason to object or complain. However, you have a right to complain to the ICO if you have concerns that we have misused or mishandled your data. You can telephone the ICO on 0303 123 1113 or Live Chat from their website: <https://ico.org.uk/concerns>

Reviewed 01.11.2021