



Privacy Notice: counselling services

It is important to us that you understand and are happy with how we use the information we collect about you. Please take the time to read this privacy notice.

This notice is to inform you as a client of Platform for Life counselling service about how the charity collects, uses and shares your personal data, and your rights in relation to the personal data we hold when using the counselling service.

What personal data do we collect from you?

- Your name (first and last)
- Your gender
- Date of birth
- Telephone numbers
- Address
- Email address
- Your GP details (name, surgery name, address, phone number)
- School (if relevant)
- Basic factual notes about your family situation and relationship history (i.e. if you have and are in contact with parents, partner, siblings)
- Basic factual notes about the situations you disclose.

What do we do with your personal data?

We use your personal data to help us manage and deliver counselling services to you.

Special category data

We also collect information about:

- Your nationality
- your racial or ethnic origin
- Whether you are disabled and if so, the nature of your disability
- Your sexuality or sexual orientation
- Your physical or mental health, including any medical conditions, diagnosis, symptoms and medication currently prescribed.
- Any risk to your or others' wellbeing
- Evaluations
- Previous counselling/ therapy

We collect some of this information on our Equality & Diversity form and we ask for your consent on that form for us to hold and process this personal data.

Why do we need to collect your personal and special category data?

We use this data to:-

- Provide you with our counselling service.
- Maintain records of any appointments you have with us.
- Communicate with you about appointments and our service.
- Evaluate the performance and effectiveness of our counselling service
- Meet our compliance and regulatory obligations, for example safeguarding.
- Prevention and detection of crime and assisting investigations as required by law
- Deal with complaints you may have about our service.

We won't share your personal data with anyone else outside our charity without your explicit consent. The only time we would break this confidentiality is in cases of risk of harm to yourself or someone else.

We'll keep your personal data for five years from your final meeting with a counsellor and after this time it will be archived on our data management system.

Your rights over your personal data

You have the right to:

- Ask us what data we have, why we have it, how and what we use it for, how long we keep it and who we share it with (as we are doing in this Privacy Notice)
- Ask to view a copy of the personal data we hold for you.
- Ask us to stop using your data if you think our use is unjustified or the data is inaccurate.
- Ask us to correct, delete or restrict processing of your personal data.
- Lodge a complaint with the Information Commissioner's Office if you are unhappy with the way we are processing your personal data.
- Ask to know the source of the personal data if we haven't collected it directly from you.

Any Questions or Concerns?

If you have any questions about this privacy notice or how we process your personal data you can contact us at info@platformforlife.org.uk

If you have a concern about the way we are collecting, holding or using your personal data, please contact our Data Protection Officer at info@platformforlife.org.uk.

You are also entitled to report a concern/ complaint to the Information Commissioner at <https://ico.org.uk/concerns/handling> if you are dissatisfied with the way we are collecting, holding, processing and using your personal data.

If you would like to report a data security breach (e.g. if you think your personal data has been lost or disclosed inappropriately), or if you would like to complain about how Platform for Life has used your personal data, please contact our Data Protection Officer at info@platformforlife.org.uk

This privacy notice was last up-dated on 1 October 2020.