

PRIVACY POLICY

This policy is concerned with how we collect information, what we do with it and what controls you have.

HOW DO WE COLLECT INFORMATION?

We will obtain personal information about you when you enquire directly about our service, take up counselling with us or make a donation, volunteer with us, or otherwise provide us with personal information from a GP, health professional or referrer. We may also receive information about you from third parties such as health professionals.

WHAT INFORMATION DO WE COLLECT?

The type of information we might collect is as follows: –

- Gender, date of birth, employment status, ethnicity, nationality, birth country, dual citizenship, disability.
- We collect this information only in connection with specific activities, such as providing grants.
- Names, postal and e-mail addresses and telephone numbers.
- We collect this information to provide you with a more personalised service.

HOW DO WE USE YOUR INFORMATION?

Personal information collected and processed by us may be used, for the following purposes:

- To provide you with the services you have requested.
- To further our charitable aims and to comply with the law.
- For administration purposes, to develop our systems and relationships with you.
- When we are legally required to hold certain personal information to fulfil statutory obligations including the collection of Income Tax and transferring of Income Tax/PAYE information to HM and Revenue & Customs (for employees).
- Bank details in connection with payments.
- For insurance reasons and accident reporting.

DO WE USE 'COOKIES'?

'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that organisation to recognise you when you next visit. The Counselling Partnership website is run on 'WordPress' who may store information about you and your activity in cookies.

If you want to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies. If you want to stop cookies being filed on your computer in the future, please refer to your internet browser's instructions. Please note that by deleting or disabling future cookies you may not be able to access certain parts of our site.

HOW DO WE PROTECT PERSONAL INFORMATION?

We take appropriate measures to ensure that the information disclosed to us is kept secure. We keep data confidential by allocating each client a unique four-digit reference number. We will only keep client data for as long as is necessary for the purposes for which it is used.

YOUR CONSENT

By providing us with your personal data you consent to the collection and use of any information you provide in accordance with the above purposes and this privacy statement.

CHANGES

If your personal details change, please help us to keep your information up to date by notifying us at info@thecounsellingpartnership.org or by calling the office on 01932 244070.

If at any time you want to alter your preferences, request that we stop communicating with you or wish to know our lawful bases to process your data please let us know by calling us on 01932 244070 or sending an email to info@thecounsellingpartnership.org

TELEPHONE

We will call you for administration purposes. We do not outsource any telephone calling so you will always be talking to us directly. We do not record or monitor telephone calls.

WHO DO WE SHARE INFORMATION WITH?

Third parties we engage with: GPs and Health Professionals, where a client has signed a GP Permission form. A client's personal details will only be forwarded in the event that therapy commences and requires such intervention and in accordance with the Counselling Agreement.

- We will never sell or rent your personal information to other organisations. **We will not share your information for the purpose of marketing.**
- We only disclose information when obliged to by the British Association for Counsellors and Psychotherapists (BACP), by law, for employment, for purposes of national security, taxation or for accident reporting. We may share information when we use other companies to provide services on our behalf, e.g. payroll processing, for employment reasons, sending mail and emails, client analysis, when using auditors/advisers or processing payments.

STORING YOUR INFORMATION

More details about how we store information is held on our Information Asset Register. Please call us on 01932 244070 or send an email to info@thecounsellingpartnership.org if you wish to find out more.

RIGHT OF ACCESS

You have the right to ask for a copy of the information we hold about you, for which we may charge a small fee, and to have any inaccuracies in your information corrected.

If you would like to access your personal data held by The Counselling Partnership or to lodge a complaint please email The Counselling Service Manager, info@thecounsellingpartnership.org

OTHER WEBSITES

Our website may contain hyperlinks to other websites. This Privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Office: 01932 244070

Email to info@thecounsellingpartnership.org

Website: www.thecounsellingpartnership.org

The Counselling Partnership is a registered charity. Registration No. 1076244. Accredited by the British Association of Counsellors and Psychotherapists (BACP)