



## **Life Changes Counselling – Privacy Notice**

### **Introduction**

We are committed to protecting your privacy and security and will ensure you remain informed and in control of your information. This privacy notice describes the personal data we hold and explains how and why we use that personal data.

The privacy notice applies to anyone that Life Changes Counselling comes into contact with, including but not exclusively; trustees, counsellors, supervisors, clients, and professional contacts.

We will only ever share your personal data with others outside Life Changes Counselling, with your permission. The only exception to this, will be if your counsellor is concerned that you may harm yourself or other people. He/she will then break confidentiality to a third party in order to gain support and help for you. This is in accordance with the Ethical Framework for Good Practice of the British Association for Counselling and Psychotherapy.

All counsellors are required to have regular casework supervision. The supervisors' role is to support and monitor the counsellors' work and the supervisor will not have any information that can identify a client personally.

Wherever you see the words 'Life Changes Counselling', 'LIFE CHANGES COUNSELLING', 'we', 'us' or 'our' in this notice, it refers to the Life Changes Counselling, registered charity number 1114553

### **The personal data we collect**

The personal data that LIFE CHANGES COUNSELLING holds is limited to the following:

- Full Name
- Date of birth
- Full postal address
- Email address – where provided
- Telephone number - land and/or mobile
- Date of first contact
- Date of final contact
- GP Practice

The lawful basis under which LIFE CHANGES COUNSELLING holds this Personal data is that the data is necessary for the legitimate interest of Life Changes Counselling.

For all donors, we will keep records of donations.

## **How we use personal data**

We only ever use your personal data with your consent, or where it is necessary in order to:

- Enter into, and carry out, a contract with you
- Comply with a legal duty
- Protect your vital interests
- For the legitimate interests of Life Changes Counselling, provided your rights don't override these.

We use personal data for administrative purposes in pursuit of the objectives of Life Changes Counselling. These include:

- Receiving donations
- Maintaining lists of our counsellors, supervisors, trustees and clients
- Annual Reports to trustees – no personal data is included in any such report

## **Disclosing and sharing personal data**

We will never sell your personal data.

We will only ever share your personal data with others outside Life Changes Counselling, with your permission. The only exception to this, will be if your counsellor is concerned that you may harm yourself or other people. He/she will then break confidentiality to a third party in order to gain support and help for you. This is described as being in your vital interest.

## **How we protect data**

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, use of, or disclosure of your personal information.

Note that we cannot guarantee the security of your home computer or the internet, and any online communications (e.g. information provided by email or our website) are at the user's own risk.

Life Changes Counselling's operations are based solely in the UK and we store our data within the European Union.

Under the General Data Protection Regulation (GDPR), we are required to make sure that we use and store information only for as long as it is required and for the purposes for which it was collected. How long information will be stored depends on the information in question and what it is being used for. We will regularly review the information that we hold, and delete all contacts and case notes within 3 years.

## **Your Rights**

We want to ensure you remain in control of your personal data, and that you understand your legal rights, which are as follows:

- The right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request)
- The right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason)
- The right to have inaccurate data rectified
- The right to object to anonymised data being used for analysis.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

## **Links to other websites**

Our website contains hyperlinks to other websites related to counselling. We are not responsible for the content or functionality of any of those external websites.

If an external website requests personal information from you, the information you provide will not be covered by Life Changes' Privacy Notice. We recommend that you read the privacy notice of any website before providing any personal information.

## **Changes to this Privacy Notice**

We'll amend this Privacy Notice from time to time to ensure it remains up-to-date and in line with Life Changes Counselling's Data Protection Policy, and accurately reflects how and why we use your personal data. The current version of our Privacy Notice will be posted on our website.

## **Contact details**

Any questions and requests for action should be sent to :  
[coordinator@lifechangescounselling.org.uk](mailto:coordinator@lifechangescounselling.org.uk)

This Privacy Notice was last updated on 25<sup>th</sup> March 2020