



## **COTSWOLD COUNSELLING PRIVACY NOTICE**

In line with the EU General Data Protection Regulation and the UK Data Protection Act 2018, Cotswold Counselling is registered with the Information Commissioner's Office and we are required to share the following information regarding how your data is protected:

### **What Information Do We Hold?**

As a counselling centre we collect some, or all of the following information, depending on the context of our relationship.

For clients this is: name, address, phone number, email address, date of birth, GP and medication details and session records.

For volunteers/employees/consultants we keep: name, address, telephone number, email, application forms, appraisal/assessment forms and date of placement/employment.

### **What Do We Do With Your Information?**

Client information that we hold is used for the purposes of delivering counselling services. Where and when that is no longer required, information is kept and/or destroyed in accordance with our Data Retention Policy.

Employee/volunteer/consultant information is used for their/your professional engagement with the Centre and where and when that is no longer required, information is kept and/or destroyed in accordance with our Data Retention Policy.

For those who are not in the above categories, e.g. those who may be interested in future social events/AGMs etc., their contact details may be kept securely and where and when that is no longer required it will be destroyed in accordance with our Data Retention Policy.

Your details will never be shared with a third person without your agreement or unless instructed by a Court Order. In this unlikely event we would always inform you.

### **The Right of Erasure (Right to be forgotten)**

Any member of staff, volunteer, client (over 18 years), or consultant may request details are removed from paper files and/or electronically. A letter/certificate will be issued to confirm the action.

### **Handling of referrals from Primary Care Networks**

Cotswold Counselling has a project in conjunction with both Severn Health and Stroud & Cotswold PCN. If Cotswold Counselling receives a referral from this project which it considers would be better supported by another of this project's providers, it will seek consent to pass this referral onto them. The other support provider is The Door.