

## **Privacy Notice for clients**

This notice explains how information about you is used.

Tilehouse Counselling will be the data controller and can be contacted as follows:

By post: Kim Kirby, Data Protection Manager, Tilehouse Counselling, Coach House, R/O 84 Tilehouse Street, Hitchin, SG5 2DY

By e-mail: [counselling@tilehouse.org](mailto:counselling@tilehouse.org)

By phone: 01462 440674

### **The information we gather**

Tilehouse Counselling gathers certain information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union (including in the United Kingdom) and we are responsible for that personal information for the purposes of those laws.

In this notice, references to 'we' or 'us' means Tilehouse Counselling.

Information that we gather about you may include without limitation your name, contact details, date of birth, enquiry form details, patient files and GP details. The provision of information by you is entirely voluntary.

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### **The legal basis for processing**

Processing will take sometimes take place based on our legitimate interests. This might be where we are carrying on or may carry on business with your employer. There is a limited privacy impact on you, and we think that you will expect that we will process your data in this way.

If you have entrusted us with any medical information about you, the processing will take place based on your informed consent. Where you have given consent to any data processing, you have the right to withdraw that consent at any time.

Processing can also take place where it is necessary to perform the contract between us.

### **Information about third parties**

Information we process as described in this notice may also include information about third parties whose details you supply to us.

## **Systems used to process data**

We gather information directly from you and also via our websites and other technical systems. These may include, for example, our:

- computer networks and connections
- communications systems
- email and instant messaging systems
- intranet and Internet facilities
- telephones, voicemail, mobile phone records

## **Reasons for processing**

We process information about you for the following reasons:

- to provide our counselling services
- compliance with legal, regulatory and corporate governance obligations and good practice
- gathering information as part of investigations by regulatory bodies or in connection with legal proceedings or requests
- ensuring policies are adhered to
- operational reasons, such as quality control
- ensuring the confidentiality of sensitive information
- statistical analysis
- preventing unauthorised access and modifications to systems

## **Disclosure**

We will only ever disclose any client personal data with the client's unambiguous and informed consent.

## **Retention periods**

Generally, we will retain personal data only for as long as it is accurate, relevant and useful to us.

All data regarding counselling will be stored securely for six years from the date that the client finishes counselling.

## **Further enquiries**

Please contact the Data Protection Manager if you would like to correct or request (in accordance with applicable law) information that we hold relating to you or if you have any questions in relation to the above.

## Your rights

You have a number of important rights, which can be exercised free of charge. You have the right to request:

- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances.

Where you have given consent to any data processing, you have the right to withdraw that consent at any time. We will not do anything with your data not outlined in this notice.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

If you would like to exercise any of these rights, please contact our Data Protection Manager in writing (see above), providing enough information to identify you and let us know which information to which your request relates.

If you are not satisfied with any complaint you have with us, you also have the right to make a complaint to the Information Commissioners Office, which is the supervising authority in the UK in relation to data processing. You can contact the Information Commissioner at [ico.org.uk/concerns/](https://ico.org.uk/concerns/) or by telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

We may change this privacy notice from time to time. Changes will be displayed on our website.