

## **Client Privacy Notice**

### **Who are we?**

We are a charity which provides a counselling service to adults and young people aged 13 and over.

### **What is a privacy notice?**

It explains how we use your personal data / information. If you need help in understanding anything you can ask your counsellor, our Data Protection Officer (her contact details are at the end of this document) or another adult who you trust to go through it with you.

### **What is personal data?**

Personal data is any information about you (your information). For example, your name, where you live, your school and your age are all your personal data. Some types of personal information have to be treated with extra care because they are more sensitive, for example information about your mental health or information about the health of your body.

### **What types of information do we hold about you?**

We collect personal information from the people who want us to work with them so that we can do our best to help. For example, we may hold:

- Your name
- Your age and date of birth
- Your contact details (like your home address, telephone number, e-mail or social media)
- The information that you tell us about your thoughts and feelings

### **Why do we use your information?**

We use your information to help us to support you. We may use your information to:

- Provide support to you, including keeping notes of our conversations with you, either in-person, over the phone or any other way you might contact us.
- See how we can improve the help we provide
- Help us train our staff
- Share your information with other people if you ask us to or if we need to in order to keep you safe

- Keep our financial records (for example who has paid and how much)
- Use your anonymised information for statistical reporting to our funders, regulators and membership bodies, for example our [Impact Report](#) which you can also find on [Insta](#).

### Who do we share your information with?

We only share your personal information with other people if you have told us to, if you might be in danger and sharing this information will help keep you or someone else safe, or if we are required by the law to share this information with another person or organisation.

### What does the law say?

The law says we must give you information about how we use your information. We have to make sure your information is right, used properly, kept safely and only used for the reasons that you gave it to us.

### What are our reasons under the data protection law to use your information?

We can only use your information when we have a reason to under the law. For example:

- If we have collected consent from you directly if you are 16 or older
- If we have collected consent from an adult who can consent on your behalf because you are aged 15 or under.
- We have good reasons to use your information without consent in very special circumstances such as to provide some types of statistical information or to keep you or someone else safe.

### How long do we you keep your information?

We only keep your information for as long as we need it and then we delete all of your records securely.

The current standard for information like the type we collect is:

- 6 years from the date you finish counselling for those who start with us after their 18<sup>th</sup> birthday
- in line with the recommendations of the Information and Records Management Society (IRMS) 2019 for those who start with us before their 18<sup>th</sup> birthday (visit [NSPCC](#) for more detailed information)

## How do we keep your information safe?

All of our staff must keep your information safe and confidential (which means not sharing it with other people unless the law allows them to). We have security in place to stop your information being lost or used in the wrong way. Only the people who need to will have access to your information, whether it is on paper or stored in our IT systems.

## What are your rights?

You have a number of rights over our use of your personal information. For example:

- You can ask to see the data we hold about you.
- If you have given us your consent, you have the right to change your mind (although this may mean we can't provide you with counselling)
- You can ask us to stop using your data (although this may mean we can't provide you with counselling)
- You can ask us to correct information if what we have recorded is wrong.
- You can ask us to remove the information we hold about you if you feel when we don't need it anymore.
- You can complain if you are not happy.

You can ask us to provide more information about these rights if you need, just contact us using the information below or you can visit the ICO website [here](#)

## Do you have any questions?

If you need to ask any questions about how we use your personal information please contact Becky, our Data Protection Officer, on 07548 756267 or at [counselling@tilehouse.org](mailto:counselling@tilehouse.org)

## What can you do if you are not happy?

You can contact the Information Commissioner's Office, who is in charge of making sure that organisations handle personal information correctly. The contact details are:

- Telephone: 0303 123 1113
- Address: The Information Commissioner's Office (ICO) Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF