



SBC Privacy Policy 2023

Our contact details:

Name: South Bucks Counselling
Address: The Cottage Behind The Hub, Easton Street, High Wycombe, HP11 1NJ
Phone: 01494 440199
Email: enquiries@southbucks counselling.org
Web: www.southbucks counselling.org

South Bucks Counselling (SBC) is committed to complying with the terms of the General Data Protection Regulation (GDPR) and to the responsible and secure use of your personal data. SBC has a legitimate interest in processing personal data to provide counselling services. The purpose of this privacy policy is to let you know what personal information South Bucks Counselling collects and holds, why we collect this data, how long it is kept and your rights over your personal data.

1. The information we hold about you

In the beginning - we collect personal information from you when you enquire about our counselling services to set up an initial appointment. This information includes (but is not limited to) contact details, your availability and other relevant personal information.

At assessment - as part of our service, we will invite you to attend a 1-hour assessment session. At this session we will collect factual information about your presenting issue and personal history.

Throughout counselling - a record is kept of your weekly attendance and payment history. Each week, a brief statement of fact is recorded about that week's session.

We ask that you keep us informed (by email, telephone, or in writing) of any changes in your personal data so that we may always keep our records up to date

2. Our use of your information

Your personal information will be used only to provide you with our services and to give you information relating to our services.

We will not share your personal details with any other person or organisation without your knowledge and permission, unless there is a legal requirement, or if there is a safeguarding issue or a perceived risk of harm.

In the context of a public health crisis, in the public interest we may be required to supply contact details of a client to Public Health England or similar Government body.

3. How we store your personal information

Limited data is stored in our main office in locked cabinets. Most of SBC's data is held securely on Counsel360. Counsel360 is a cloud-based counselling management system. A copy of Counsel360's privacy policy can be found here <https://www.counsel360.co.uk/privacypolicy>

Once a client finishes counselling, all data regarding their counselling is stored securely for 6 years and then destroyed. Data is held for 6 years as part of our indemnity insurance agreement.

We take all reasonable precautions to prevent the loss, misuse, or alteration of information.

Technology is constantly changing, and SBC takes advice from the BACP, other organisations and professionals to address issues of security. If your counsellor becomes aware of potential threats to security, confidentiality, and data protection, this will be shared with you.

4. Communications with SBC

Communications in connection with this service may be sent by e-mail. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give us permission to communicate with you in that way.

E-mail, unless encrypted, is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus-free.

5. Your rights over your personal data

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erase - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restrict processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

If you would like to see the information we hold about you, or would like to correct, update or delete any records or have any concerns about our use of data, please email us at enquiries@southbuckscounselling.org. If you make a request, we have one month to respond to you

6. The Information Commissioner's Office

We will do our utmost to resolve any concerns you have, but if these are not resolved to your satisfaction, you may choose to contact the Information Commissioner's Office (ICO). You can speak to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Date for review: November 2024