



Privacy Notice

Introduction

Your privacy is important to us and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given. We adhere to data protection legislation including the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what we will do with your personal information from initial point of contact to after your therapy has ended including:

- Why we are able to process your information and why we are processing it
- If you have to provide it
- How long it will be stored
- If there are any other recipients of your personal information
- If we intend to transfer it to another country
- Whether we do automated decision-making or profiling and
- Your data protection rights

We are happy to discuss any questions you might have about this data protection policy via email info@canterburyhopefoundation.com

“Data Controller” is the term used to describe the person/organisation that collects and stores and has responsibility for people’s personal data. In this instance the data controller is The Canterbury Hope Foundation.

The Canterbury Hope Foundation is registered with the Information Commissioner’s Office, registration number: ZB635032

Our lawful basis for holding and using your personal information

The GDPR says there must be a lawful basis for processing your personal data. There are different lawful bases depending on when your data is being processed.

If you have had therapy with The Canterbury Hope Foundation and it has now ended legitimate interest is the lawful basis for holding and using your personal information.

If you are currently having therapy or if you are in contact with The Canterbury Hope Foundation to consider therapy your personal data will be processed where it is necessary for the performance of our agreement.

The GDPR also makes sure any sensitive personal information you may disclose is looked after appropriately. This type of information is called “special category personal information”. The lawful basis for processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, the agreement between you and your therapist).

How your information is used

Initial contact

When you contact us with an enquiry about our services information will be collected to help answer your enquiry. This will include your name, age and details of the issue you would like help with. Alternatively your GP or other health professional may send your details when making a referral or a parent or other trusted person may give your details if making an enquiry on your behalf.

If you decide not to proceed your data is deleted within 3 months. If you would like me this information deleted sooner just let us know.

While you are accessing counselling

Everything you discuss with your therapist is confidential. That confidentiality will only be broken in very specific circumstances which are outlined in our agreement. We will always try to speak to you about this first unless there are safeguarding issues that prevent this.

A record of your personal details will be kept to help the counselling services run smoothly. These details are kept securely on a case management system with data security controls.

We will keep brief written notes of each session, these are retained digitally in a case management system.

Whilst therapy is ongoing we will retain messages (sent via Whatsapp) and any emails exchanged. Once therapy has ended your records will be kept for four years from the end of our contact with each other and are then securely destroyed. If you want your information deleted sooner than this please email info@canterburyhopefoundation.com

Your rights

We try to be as open as possible in terms of giving people access to their personal information. You have a right to ask for your personal information to be deleted, to limit how it is used, or to stop processing it. You also have a right to ask for a copy of any information held about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

If information is held about you we will:

- Give a description of it and where it came from
- Tell you why it is held, how long it will be will stored how that decision is made
- Tell you who it could be disclosed to
- Let you have a copy of the information

You can also ask us at any time to correct any mistakes there might be in the personal information held about you.

To make a request for any personal information held about you please put the request in writing to info@canterburyhopefoundation.com

If you have a complaint about how your personal data is held please do not hesitate to get in touch in writing or by email to the contact details above. If you want to make a formal complaint about the way your personal information is processed you can contact the ICO which is the statutory body

that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

Data Security

We take the security of the data held about you very seriously and as such every effort is taken to make sure it is kept securely. We use password protected devices and any handwritten notes are kept locked securely when not in use.

Visitors to my website

When someone visits The Canterbury Hope Foundation website a third party service, Google, is used to collect standard internet log information and details of visitor behaviour patterns. This is to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. The Canterbury Hope Foundation does not make, and does not allow Google to make, any attempt to find out the identities of those visiting my website.

Legitimate interests is the lawful basis for holding and using your personal information in this way when you visit The Canterbury Hope Foundation website.

Google Analytics is used so we can continually improve our service to you. You can read the relevant privacy policies here [HERE](#).

We use WIX as the content management system for the website – find out more about [WIX and data protection](#).

Like most websites we use cookies to help the site work more efficiently. No user-specific data is collected by The Canterbury Hope Foundation or any third party. If you fill in a form on the website that data will be temporarily stored on the web host before being sent to me.