



Carrs Lane Counselling Centre Ltd, Carrs Lane, Birmingham, B4 7SX

Data Privacy Notice for Potential Clients and Contracted Clients

(Compliant with the General Data Protection Regulation (GDPR)
and the Data Protection Act (DPA) 2018)

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Author(s):

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What is personal data?

Your personal data is important to us. By personal data we mean any information about a person which could identify that person. As part of our basic record keeping and management of our service, Carrs Lane Counselling Centre Ltd collects and processes personal data relating to employees, volunteers and those persons who access or use the Centre. We are committed to being transparent about how we collect and use the data and to meeting our data protection obligations under the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA) 2018).

What personal information do we collect and why?

[1] The information you provide during your Telephone Assessment Interview.

This is to enable us to gauge your eligibility and suitability to access this counselling service and to make an appointment for a pre-therapy face to face assessment with a counsellor. This will include: your identifying name, age, gender, telephone number, email address, the date of your contact with us, whether you are a returning client, how you found out about the service, the reason(s) you give for seeking counselling, your goals for counselling, any reference you give as to any previous or current psychological treatment (including any current medication) or legal issues, and your availability to attend Carrs Lane Counselling Centre for appointments.

[2] The information you provide on Questionnaires we ask you to complete at the start, during or end of the counselling process.

There are a number of questionnaires that we will ask you to complete, these include:

2.1 – Pre-Therapy Information Questionnaire

This questionnaire asks for information that gives more in-depth details and up to date information from the time of your telephone assessment to the time of your first face to face appointment and assists the counsellor in their work with you. It includes your general practitioner's name, the surgery address and contact details. This information is required in the event we need to exercise our duty of care (see below), and we cannot contract for counselling with a client until this information is obtained.

2.2 - PHQ 9 and GAD 7

These questionnaires ask for you to consider your thoughts and feelings on several issues, and rate them on a numerical scale. For example, how well you have been sleeping in the past week (circle 0 bad, - 5 good). Over the time of your counselling, completion of these questionnaires means that the scores can be compared and demonstrate any change that has occurred. Whilst the counsellor will go through the therapeutic value of the comparative scores with you, the Centre will extract anonymized statistical data from these forms which will be used to demonstrate outcomes of counselling at the Centre. This kind of information can be helpful when we are applying to Trusts for donations.

2.3 - Voluntary Statistical Monitoring Form.

Completion of this anonymous form enables us to analyse statistical data on the use of our counselling service, for example, the number of people over 25 using the service. This kind of information can be helpful when we are planning the future of our counselling service, and when we are applying to Trusts for donations.

2.4 - Counselling Evaluation Form

Completion of this anonymous form issued to clients at the end of counselling, helps us to evaluate how well the counselling service is operating and yields qualitative data (e.g. your observations and comments) that we can then use to support funding applications or in the advertisement of our service to potential clients.

[3] Attendance Record

The Centre monitors the number of counselling sessions you attend, and the number of missed appointments. If you require evidence that you have attended the counselling centre, this will only be done if complete the "Request for Personal Data" form, and provide the required evidence of your identity. The only data shared would be your first and last name, your date of birth (to help identify you to the recipient) and information about date of your contacting the service, together with the number of counselling sessions you have attended at the centre within a specified timeframe.

[4] Digital Communications:

Many clients make first contact with us by email. By sending us an email message (for example via our counselling@carrslane.co.uk email you will be sending us personal identifying information, such as your name and email address. In these cases, we may retain the information as long as necessary to respond to your request or otherwise resolve the subject matter of your e-mail.

If you contact the service and have a Telephone Assessment, we retain your email details as stated above in section 1. Please be aware that electronic communications are not necessarily secure from third party interception or misdirection. For your own protection you may wish to communicate sensitive information using a method other than email.

In keeping with our confidentiality policy we do not share your data with third parties without your consent.

[5] Remote Counselling (Telephone or Online Video Counselling)

All counselling (whatever mode of delivery) is compliant with GDPR & Data Protection legislation as stated above.

Client Reference Number:

We assign a reference number to your documentation to protect your identity. The reference number has several purposes:

[1] It will enable your counsellor to discuss in clinical supervision the ways in which your counsellor is seeking to help you, without using any personally identifying information such as your name. Counsellors are required to attend confidential clinical supervision meetings where anonymised counselling issues are discussed with a clinical supervisor with the purpose of enabling your counsellor to help you as effectively and safely as possible. When a counsellor receives supervision on their work with a client, the client reference number is recorded on the supervision log. This enables the Centre to ensure all cases are being supervised according to our procedure.

[2] It enables open office communications to take place (for example, requests from counsellors to admin staff to re-schedule an appointment) without using your name.

[3] It is used to help the Centre monitor your progress through the counselling process.

Duty Of Care Disclosure

In exceptional circumstances, we are required to notify your Doctor or other professionals under our duty of care obligation. This obligation relates to instances where you disclose information that you or others may be at risk of harm. In which case we may need to pass on your name, date of birth and reason(s) for the duty of care referral to the professionals concerned (for example if you intend to commit suicide, commit an act of terrorism, or if there is a safeguarding issue where children or vulnerable adults are at risk). The need to make a duty of care disclosure will first be discussed with you by your counsellor.

How does CLCC LTD. process this information?

Carrs Lane Counselling Centre complies with its obligation to keep personal data up to date: by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that the appropriate technical measures are in place to protect personal data.

How long do we keep personal data?

We retain your personal data for up to seven years following cessation of counselling. Special categories of data may be retained in excess of this time to fulfill legal obligations. Anonymised statistical data drawn from personal data (for example the numbers of clients who access the Centre presenting with problems of anxiety or depression) may be kept longer than this for the purpose of monitoring service use.

Your rights

As a data subject you have a number of rights. You can:

- access and obtain a copy of your data on request by completing a data request form (obtained from our office);
- require us to change incorrect or incomplete data;
- require us to securely delete or stop processing your data, for example where the data is no longer necessary for the purpose of processing;
- object to the processing of your data where we are relying on our legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Data Controller by post, to the address below marking your envelope 'Private and Confidential':

To: The Data Controller (Chair of Trustees)
Carrs Lane Counselling Centre Ltd.,
Carrs Lane,
Birmingham B4 7SX

Or contact the counselling centre office on 0121 643 6363