

The Norwich Centre



Privacy Statement

The Norwich Centre is the data controller and this statement explains to you how we collect and use your personal data in connection with the services we offer.

We only ask you for information in order to deliver the service you are requesting and we do not use your details for marketing or fundraising. We do not use cookies on our website. We do not use cloud servers and all information is stored securely using passwords with limited access to these. We do not keep paper files and all records are kept securely in an electronic format as specified in this statement. We work within the BACP Ethical Framework for the Counselling Professions. Our counselling services and our Post-Graduate Diploma in Counselling are BACP Accredited.

Please make sure you update us if any of your personal information changes by emailing us at admin@norwichcentre.org.

Based on the criteria set out in the GDPR, we have not appointed a Data Protection Officer but we have appointed a Data Compliance Officer and this is: Elly Dixon Wilkins – Office Manager.

You have the right to ask to see the data we hold on you and to have it corrected if it is incorrect. If you are not happy with any aspect of the way we collect and use your data we hope you will talk to us first. We will do everything we can to put it right. If you are still unhappy you have the right to complain to the Information Commissioners Office <https://ico.org.uk/>.

What data do we collect?

The information we hold depends on which service you are accessing but may include:

- **Identity data:** such as first and last name.
- **Contact data:** address, email address and telephone numbers.
- **Financial data:** this may include payment card details if used to pay for a course or session.

- **Transaction data:** may include details of payments and purchases made by you.
- **Communication data:** may include your preferred contact method.
- **Sensitive data:** this may include information about your health and mental health in relation to the services you are accessing. Please see below for more details on how this is kept securely and disposed of safely.

How we use your data:

Counselling services

If you ask for counselling, supervision or spiritual accompaniment we will ask you for contact details and we record these on an electronic database which is used solely for the purpose of making appointment bookings and recording attendance. We also use these to produce anonymous statistics about the work we do. You have the right to ask us what information we hold and to ask us to correct it if we have made a mistake. We cannot offer you a service without a means of contacting you but it is your choice how we do this.

We keep notes of sessions, as a reminder for the counsellor to keep track of the things you are talking about, and this includes information relating to your life that you have told us. The notes are in an electronic format and are anonymised and stored securely and confidentially. They do not include your name or contact information. You have the right to ask to see these and to correct information that is not correct. These notes are destroyed six months after the end of counselling.

We may share information about you if we feel you are at risk of harm and we explain this in our Client Information Sheet and in the initial session. There are also legal reasons which mean we are required to share information. These are explained in our Client Information Sheet.

We ask you if you would be willing to be part of the PSYCHLOPS evaluation which allows us to show anonymously the effectiveness of the counselling we offer. We give you information about this at the start of counselling and we ask you to sign a consent form. You do not have to do this if you prefer not to. This information is used for statistical purposes for stakeholders and internally to oversee the standard of our work.

Training courses and workshops

If you enrol on one of our courses or workshops, we ask you to complete details for the purpose of administering our courses. We keep a record of your contact details and use these to contact you about the course you are enrolled on. We keep records of attendance and attainment in order to provide you with the

course. You have the right to check the information we hold and to ask us to correct it. We keep this information for 7 years. It is not available online.

As part of your training course you may need to sign up for our Moodle online learning environment. You are able to update your personal information on Moodle yourself. Information about you on Moodle is deleted at the end of each course.

What rights do you have over your data?

In certain circumstances, you have rights under data protection law in relation to your personal data. These include the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of your personal data.
- Request transfer of your personal data.
- Withdraw consent.

Please note that some of the above may result in us being unable to provide you with the service you wish to access. We will make sure we explain to you if this is the case. You do not have to pay a fee for this unless your request is unfounded, repetitive or excessive. Alternatively, in those circumstances, we may refuse to comply with your request.

Revised – Jan 2024