

DATA PROTECTION NOTICE

Who we are?

Alton Counselling Service is known as the 'Controller' of the personal data you provide to us.

Why we need it?

All personal data we collect is solely for the provision of services and associated administration related to your counselling, and for the purposes of analysis and research on the outcome, all in accordance with the new General Data Protection Regulation (GDPR)

What we do with it?

All the personal data we collect is processed by our office staff. No third parties have access to your personal data unless the law allows them to do so. We have a data protection management regime in place to oversee the effective and secure processing of your personal data.

How long do we keep it?

We are required under UK law and BACP (British Association of Counselling and Psychotherapy) to keep personal data for a minimum of 7 years, after which time it will be destroyed.

What are your rights?

If at any point you believe the information we process on you is incorrect, you can request to see this information and even have it corrected or deleted. Any request for the access by clients, their solicitors or the courts must be referred by the Counsellor to their Supervisor and to the Head of Counselling.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Head of Counselling, who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

Alton Counselling Service – Charity no. 279857