

General Data Protection Regulation Policy

Statement

GDPR stands for General Data Protection Regulation and replaces the previous Data Protection Directives that were in place. It was approved by the EU Parliament in 2016 and comes into effect on 25th May 2018. GDPR states that personal data should be 'processed fairly & lawfully' and 'collected for specified, explicit and legitimate purposes' and that individual's data is not processed without their knowledge and are only processed with their 'explicit' consent. GDPR covers personal data relating to individuals. Reassure Counselling is committed to protecting the rights and freedoms of individuals with respect to the processing of students, parents, visitors and staff personal data. The Data Protection Act gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly. Reassure Counselling is registered with the ICO (Information Commissioners Office).

GDPR includes 7 rights for individuals

1) The right to be informed

Reassure Counselling is required to collect and manage certain data. Reassure Counselling needs to know client's names, addresses, telephone numbers and email addresses. Reassure Counselling uses Cookies on its website to collect data for Google Analytics, this data is anonymous.

2) The right of access

At any point an individual can make a request relating to their data and Reassure Counselling will need to provide a response (within 1 month). Reassure Counselling can refuse a request, if there is a lawful obligation to retain data but will inform the individual of the reasons for the rejection. The individual will have the right to complain to the ICO if they are not happy with the decision.

3) The right to erasure

You have the right to request the deletion of your data where there is no compelling reason for its continued use. However, Reassure Counselling has a legal duty to keep client's details for a reasonable time. Reassure Counselling retains these records for 7 years. This data is archived securely onsite and shredded after the legal retention period.

4) The right to restrict processing

Clients can object to Reassure Counselling processing their data. This means that records can be stored but must not be used in any way; for example, reports or for communications.

5) The right to data portability

In the event that Reassure Counselling requires data to be transferred from one IT system to another, a secure file transfer system would be used and relevant authorities would have their own policies and procedures in place in relation to GDPR.

6) The right to object

Clients can object to their data being used for certain activities like marketing or research. In the event that client testimonials are used, these are done so anonymously.

7) The right not to be subject to automated decision-making including profiling.

Automated decisions and profiling are used for marketing-based organisations. Reassure Counselling does not use personal data for such purposes.

Storage and use of personal information

All paper copies of client's records are kept in a locked filing cabinet, within a locked office at Reassure Counselling, Stamford. All electronic records are kept on a secure data system with Reassure Counselling, Stamford. These records are shredded after the retention period.

Reassure Counselling collects personal data, including names and addresses of those on the enquiry list. These records are shredded if the client does not book or attend therapy, or it is added to the client's file and stored appropriately.

Access to Reassure Counselling devices is password protected. Any portable data storage used to store personal data, e.g. USB memory stick, are password protected and/or stored in a locked filing cabinet.

GDPR means that Reassure Counselling must

- * Manage and process personal data properly
- * Protect the individual's rights to privacy
- * Provide an individual with access to all personal information held on them

This Policy was updated in September 2020.

Signed on behalf of Reassure Counselling



Frances O'Connor-Farrow

Policy reviewed: September 2020

Next review date: August 2021