

GDPR Policy

Privacy Notice

The As You Are Centre is committed to complying with the terms of the General Data Protection Regulation (GDPR) and to the responsible and secure use of your personal data.

The As You Are Centre has a legitimate interest in processing personal data in order to provide counselling services. The purpose of this statement is to let you know what personal information The As You Are Centre collects and holds, why we collect this data, how long it is kept and your rights over your personal data. The As You Are Centre Limited is registered with the Information Commissioner's Office (ICO), Reference **ZA027631**

1. Information about you

- 1.1 We collect personal information from you when you enquire about our counselling services in order to set up an initial appointment. This information includes contact details, your availability and other relevant personal information. Once a client finishes counselling, all data regarding their counselling is stored securely for 7 years and then destroyed.
- 1.2 When you enquire about workshops, fundraising events or volunteering at The As You Are Centre, we ask for contact details and relevant personal information from you that is needed to answer your enquiries and to keep you informed about upcoming events that may be of interest to you. This data is stored securely for as long as you agree to be kept informed of Activities at The As You Are Centre.

2. Our use of this information

2.1 Your personal information will be used only to provide you with our services and to give you information relating to our services. We will not share your personal details with any other person or organisation without your knowledge and permission, unless there is a legal requirement, if there is a child or adult safeguarding issue, or a perceived risk of harm. A breach of confidentiality is when a person shares information with another in circumstances where it is reasonable to expect that the information will be kept confidential.

3. Security

3.1 We will take all reasonable precautions to prevent the loss, misuse or alteration of information you give us.

3.2 Communications in connection with this service may be sent by e-mail. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give us permission to communicate with you in that way. E-mail, unless encrypted, is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all communications being virus-free.

4. Your rights over your personal data

4.1 If you would like to see the information we hold about you, or would like to correct, or update any records, please email us at info@asyouarecentre.co.uk If you have any concerns about our use of your data, please contact our Centre Manager directly. We will do our utmost to resolve any concerns you have, but if these are not resolved to your satisfaction, you may choose to contact the ICO.

The policy of The As You Are Centre Limited is that only the following client information will be retained in paper form by AYA, and that such information will be held for a maximum of 7 years following the completion of counselling sessions unless exceptional reasons dictate otherwise.

Client Name

Contact Details

Date of Birth

Emergency Contact details

Doctors Name and any relevant medical conditions/ treatment or medication

Clinical notes from each session

Client Clinical Notes;

Clients can request access to clinical note at any time during the 7 years. We ask for notes to be requested in writing to the Service Manager. For Couple and family therapy sessions each of the adults over 16 will need to give their consent for the notes to be shared with any individual or organisation.