

Name of Policy: Privacy Notice - Website
Category of Policy: Data Protection
Status:
Approved by:
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Introduction

Evolve Counselling is committed to ensuring that your personal information is protected and that we are being transparent about the information we hold about you. This Privacy Notice applies to the personal information we collect and hold about individuals that apply for employment with us, such details may come directly from you.

Please read this Privacy Notice carefully so you are informed about how and why we collect, store, use and share your personal information. This Privacy Notice also explains your rights in relation to your personal information and how to contact us or supervisory authorities in the event you have a complaint.

In this Privacy Notice, when we refer to "**Evolve Counselling**", "**us**", "**we**" or "**our**", we mean the Evolve Counselling organisation which is responsible for processing your personal data.

Principles of Data Protection

When using the term "personal data" or "personal information" in this Privacy Notice, we mean information (including opinions) that relates to you and from which you could be identified, either directly or in combination with other information which we may have in our possession.

To help you understand how we handle your personal information more clearly, below is a summary of the data protection principles which guide how we use your personal information. These principles provide that personal data should be:

- Used lawfully, fairly and in a transparent way,
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes,
- Relevant to the purposes we have told you about and limited only to those purposes,
- Accurate and kept up to date,
- Kept only as long as necessary for the purposes we have told you about, and
- Kept securely.

We have put policies and procedures in place to seek to adopt these principles in our everyday processing activities set out in this Privacy Notice.

How we collect your data

We collect your data primarily via direct interaction with you either by post, email or phone. This includes personal data you provide when you:

- submit an enquiry about a service that we offer to clients, employees and organisations
- book a counselling session
- give us feedback
- enquire about joining us as a self-employed counsellor

How we process your data

- **Usage Data:** your use of our website and services
- **Service data:** your use of our services
- **Account data:** your client account including your name and email address
- **Notification data:** provided by you asking us to send you specific email information
- **Correspondence data:** provided by you for communicating with you
- **Enquiry data and Transaction data:** provided by you to obtain services from us

- **Marketing data:** provided by you, for communicating with you about our services

What does usage data include?

This data may include:

- your IP address
- geographical location
- browser type and version
- operating system
- referral source
- length of visit
- page views
- website navigation paths
- as well as information about the timing, frequency and pattern of your service use.

What does account data include?

This data may include:

- your name
- contact details
- email address
- medical information
- gender
- ethnicity
- lifestyle

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you. In this case, we would be unable to assist you.

Legal basis for having your data

We use your personal data for processing based on the following legal bases:

Contract Obligations and Health & Social Care

This means that in order to establish and determine the basis of the provision of the services it is necessary to collect personal data. We keep and use the following data on that basis:

- Account data
- Service data
- Correspondence data

Legal Obligations and Public Interest

We may keep and use any of your personal data identified in this policy for the following purposes:

- to establish, exercise, or defend legal claims, whether in court proceedings or in an out-of-court procedure, so we can protect and assert our legal rights, your legal rights and the legal rights of others
- in the interests of public safety.

Sharing your Personal Data with Others

We may share your personal data with any part of our company, providing the purpose for sharing your data is reasonable, necessary, and within the legal limits of our policies.

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

We may keep your personal data when we are required to comply with a legal obligation which we are subject to.

Our retention policy can be made available upon request.

Your Legal Rights

You have legal rights in connection with personal information. Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information (commonly known as the "right to be forgotten"). This enables you to ask us to delete or remove personal information in limited circumstances, where: (i) it is no longer needed for the purposes for which it was collected; (ii) you have withdrawn your consent (where the data processing was based on consent); (iii) following a successful right to object (see Object to processing); (iv) it has been processed unlawfully; or (v) to comply with a legal obligation to which the Organisation is subject. We are not required to comply with your request to erase personal information if the processing of your personal information is necessary for a number of reasons, including: (i) for compliance with a legal obligation; or (ii) for the establishment, exercise or defence of legal claims.
- **Object to processing** of your personal information by us or on our behalf which has our legitimate interests as its legal basis for that processing if you believe your fundamental rights and freedoms outweigh our legitimate interests. If you raise an objection, we have an opportunity to demonstrate that we have compelling legitimate interests which override your rights and freedoms. You can also object at any time to your personal information being processed for direct marketing, profiling or automated decision-making.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, but only where: (i) its accuracy is contested, to allow us to verify its accuracy; (ii) the processing is unlawful, but you do not want it erased; (iii) it is no longer needed for the purposes for which it was collected, but we still need it to establish, exercise or defend legal claims; or (iv) you have exercised the right to object, and verification of overriding grounds is pending. We can continue to use your personal information following a request for restriction, where: (i) we have your consent; (ii) to establish, exercise or defend legal claims; or (iii) to protect the rights of another natural or legal person.
- **Request the transfer** of your personal information. You can ask us to provide your personal information to you in a structured, commonly used, machine-readable format, or you can ask to have it transferred directly to another data controller, but in each case only where: (i) the processing is based on your consent or on the performance of a contract with you; and (ii) the processing is carried out by automated means.
- **Withdraw consent** to processing where the legal basis for processing is solely justified on the grounds of consent.

If you want to exercise any of these rights, please submit your request in writing to our us via the contact details below. Please note, to ensure security of personal information, we may ask you to verify your identity before proceeding with any such request.

We reserve the right to charge a fee where permitted by law, for instance if your request is manifestly unfounded or excessive.

We may not always be able to fully address your request, for example if it would impact the duty of confidentiality we owe to others, or if we are legally entitled to deal with the request in a different way.

How to contact us

If you have any questions about this Privacy Notice or how we handle your personal information, please address these to:

Evolve Counselling
c/o Bulley Davey
6 North Street
Oundle
Peterborough PE8 4AL

Alternatively, please email admin@evolvecounselling.org.uk

However, you have a right to contact your local supervisory authority at any time and lodge a complaint (which in the UK is the Information Commissioner's Officer). The supervisory authority will then investigate your complaint accordingly.

Changes to this Privacy Notice

This Privacy Notice was last reviewed and updated in March 2021. We may amend this Privacy Notice from time to time to keep it up to date with legal requirements and the way we operate our business.