

Privacy Statement

Introduction

Tŷ Elis (Porthcawl Counselling Service) Limited (“Tŷ Elis”, “we”, “us”, or “our”) is strongly committed to protecting personal data. This privacy statement describes why and how we collect and use personal data and provides information about individuals’ rights. It applies to personal data provided to us, both by individuals themselves or by others. It contains information regarding how we collect and use personal data or personal information about you in accordance with the General Data Protection Regulation (GDPR) and all other data protection legislation currently in force. When processing data we will;

- process it fairly, lawfully and in a clear, transparent way
- collect your data only for reasons that we find proper for the course of your employment in ways that have been explained to you
- only use it in the way that we have told you about
- ensure it is correct and up to date
- keep your data for only as long as we need it
- process it in a way that ensures it will not be lost or destroyed or used for anything that you are not aware of or have consented to (as appropriate)

We may use personal data provided to us for any of the purposes described in this privacy statement or as otherwise stated at the point of collection.

Personal data is any information relating to an identified or identifiable living person. Tŷ Elis processes personal data for numerous purposes, and the means of collection, lawful basis of processing, use, disclosure, and retention periods for each purpose may differ.

When collecting and using personal data, our policy is to be transparent about why and how we process personal data.

Our processing activities

To find out more please go to the sections of this statement that are relevant to you.

1 Clients

Collection of personal data

Tŷ Elis processes personal data about clients (existing and potential Tŷ Elis clients) and recorded by us using a client self-referral form and details are added to our client waiting list database (the “Waiting list”). Our policy is to collect only the personal data necessary for agreed purposes and we ask our clients to only share personal data where it is strictly needed for those purposes. Where we need to process personal data to provide professional services, we ask our clients to provide the necessary information.

Generally, we collect personal data from our clients or from third parties acting on the instructions of the relevant client in order to provide counselling services to our client.

The collection of personal data about clients and the addition of that personal data to the Waiting list is initiated by an individual or their General Practitioner (“GP”) by calling or emailing Ty Elis directly. Our receptionists or admin team will obtain information including name, address, date of birth, GP name and practice, phone and email. In addition, we may collect data from the client regarding who referred them to our service, name and organisation and which of our counsellors has

been working with the client, when counselling happened, how many sessions they attended, did not attend and when these sessions ceased.

For certain services or activities, and when required by law or with an individual's consent, we may also collect special categories of personal data. Examples of special categories include race or ethnic origin; physical or mental health.

Use of personal data

Personal data relating clients are only visible to and used by Tŷ Elis Administrators, management and the Counsellors allocated to work with the client or their supervisors strictly only on a need to know basis and may be used for the following purposes:

- Administering, managing and developing our businesses and services
- Providing information about us and our service
- Making contact information available to Counsellors and supervisors
- Performing analytics, including producing metrics for Management, such as on waiting times, numbers of clients, numbers of sessions and trends.
- Providing professional counselling services
 - We provide a professional counselling service. Some of our services require us to process personal data in order to provide counselling support, advice and deliverables. For example, we need to use personal data to arrange dates and times of counselling sessions.

Tŷ Elis does not sell or otherwise release personal data to third parties for the purpose of allowing them to market their products and services. Tŷ Elis will only release personal data to third parties with the consent of the client other than where there may be a risk to life where their GP or emergency services will be contacted.

We process personal data in order to run our service, including:

- managing our relationship with clients;
- developing our services (such as identifying client needs and improvements in service delivery);

Data retention

Personal data will be retained on the Waiting List for as long as it is necessary for the purposes set out above (e.g. for as long as we have, or need to keep a record of, a relationship with a client). In the absence of specific legal, regulatory or contractual requirements, our baseline retention period for records and other documentary evidence created in the provision of services is 6 years.

Security, quality and risk management activities

We have security measures in place to protect our and our clients' information (including personal data), which involve reviewing, detecting, investigating and resolving security threats.

Complying with any requirement of law, regulation or a professional body of which we are a member

As with any provider of professional services, we are subject to legal, regulatory and professional obligations. We need to keep certain records to demonstrate that our services are provided in compliance with those obligations and those records may contain personal data.

We are continually looking for ways to help our clients and improve our services. Where agreed with our clients, we may use information that we receive in the course of providing professional services for other lawful purposes, including analysis to better understand a particular issue, provide insights back to our clients, to improve our business, service delivery and offerings and to develop new offerings. To the extent that the information we receive in the course of providing professional services contains personal data, we will de-identify the data prior to using the information for these purposes.

2 Others who get in touch with us

We collect personal data when an individual gets in touch with us with a question, complaint, comment or feedback (such as name, contact details and contents of the communication). In these cases, the individual is in control of the personal data shared with us and we will only use the data for the purpose of responding to the communication.

3 Volunteers and staff

We collect personal data concerning our own personnel as part of the administration, management and promotion of our business activities.

Volunteers and staff should refer to the Tŷ Elis Privacy Statement for Employees, Volunteers, Workers and Contractors for information on why and how personal data is collected and processed.

4 Recruitment applicants

When applying for a role at Tŷ Elis applicants should refer to the information made available when applying for a job for details about why and how personal data is collected and processed.

5 Suppliers (including subcontractors and individuals associated with our suppliers and subcontractors)

Collection of personal data

We collect and process personal data about our suppliers (including subcontractors and individuals associated with our suppliers and subcontractors) in order to manage the relationship, contract, to receive services from our suppliers and, where relevant, to provide professional services to our clients.

Use of personal data

We use personal data for the following purposes:

- Receiving services - We process personal data in relation to our suppliers and their staff as necessary to receive the services. For example, where a supplier is providing us with facilities management or other outsourced services, we will process personal data about those individuals that are providing services to us.
- Providing professional services to clients - Where a supplier is helping us to deliver professional services to our clients, we process personal data about the individuals involved in providing the services in order to administer and manage our relationship with the supplier and the relevant individuals and to provide such services to our clients.
- Administering, managing and developing our businesses and services - We process personal data in order to run our business, including:

- managing our relationship with suppliers;

- developing our businesses and services (such as identifying client needs and improvements in service delivery);
- maintaining and using IT systems;
- hosting or facilitating the hosting of fund raising events; and
- administering and managing our website and systems and applications.

Security, quality and risk management activities

We have security measures in place to protect our and our clients' information (including personal data), which involve reviewing, detecting, investigating and resolving security threats. Personal data may be processed as part of the security monitoring that we undertake; for example, automated scans to identify harmful emails. We have policies and procedures in place to monitor the quality of our services and manage risks in relation to our suppliers. We collect and hold personal data as part of our supplier contracting procedures. We monitor the services provided for quality purposes, which may involve processing personal data.

Complying with any requirement of law, regulation or a professional body of which we are a member

As with any provider of professional services, we are subject to legal, regulatory and professional obligations. We need to keep certain records to demonstrate that our services are provided in compliance with those obligations and those records may contain personal data.

Data retention

We retain the personal data processed by us for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law or regulation).

Personal data may be held for longer periods where extended retention periods are required by law or regulation and in order to establish, exercise or defend our legal rights.

6 Visitors to our offices

We have security measures in place at our offices, including CCTV and building access controls.

There are signs in our office showing that CCTV is in operation. The images captured are securely stored and only accessed on a need to know basis (e.g. to look into an incident). CCTV recordings are typically automatically overwritten after a short period of time unless an issue is identified that requires investigation (such as a theft).

We require visitors to our offices to sign in at reception and keep a record of visitors for a short period of time. Our visitor records are securely stored and only accessible on a need to know basis (e.g. to look into an incident).

7 Visitors to our website

Collection of personal data

Visitors to our websites are generally in control of the personal data shared with us. We may capture limited personal data automatically via the use of cookies on our website. Please see the section on Cookies below for more information.

Visitors are also able to send an email to us through the website. Their messages will contain the user's screen name and email address, as well as any additional information the user may wish to include in the message.

We ask that you do not provide sensitive information (such as race or ethnic origin; political opinions; religious or philosophical beliefs; trade union membership; physical or mental health; genetic data; biometric data; sexual life or sexual orientation; and, criminal records) to us when using our website; if you choose to provide sensitive information to us for any reason, the act of doing so constitutes your explicit consent for us to collect and use that information in the ways described in this privacy statement or as described at the point where you choose to disclose this information.

Cookies

We use small text files called 'cookies' which are placed on your hard drives to assist in personalising and enriching your browsing experience by displaying content that is more likely to be relevant and of interest to you. The use of cookies is now standard operating procedure for most websites. However if you are uncomfortable with the use of cookies, most browsers now permit users to opt-out of receiving them. You need to accept cookies in order register on our website. You may find other functionality in the website impaired if you disable cookies. After termination of the visit to our site, you can always delete the cookie from your system if you wish.

You can find out more details regarding our use of cookies on our Cookies page.

Use of personal data

When a visitor provides personal data to us, we will use it for the purposes for which it was provided to us as stated at point of collection (or as obvious from the context of the collection). Typically, personal data is collected to:

- register for certain areas of the site;
- subscribe to updates;
- enquire for further information;
- distribute requested reference materials;
- submit curriculum vitae;
- monitor and enforce compliance with our terms and conditions for use of our website;
- administer and manage our website, and
- aggregate data for website analytics and improvements.

Unless we are asked not to, we may also use your data to contact you with information about Ty Elis's business, services and events, and other information which may be of interest to you. Should visitors subsequently choose to unsubscribe from mailing lists or any registrations, we will provide instructions on the appropriate webpage, in our communication to the individual, or the individual may contact us by email to fiona.morris@tyelis.org.uk

Our websites do not collect or compile personal data for the dissemination or sale to outside parties for consumer marketing purposes or host mailings on behalf of third parties.

Data retention

Personal data collected via our websites will be retained by us for as long as it is necessary (e.g. for as long as we have a relationship with the relevant individual).

Security

We take the security of all the data we hold very seriously. We have policies, procedures and training in place covering data protection, confidentiality and security and regularly review the appropriateness of the measures we have in place to keep the data we hold secure.

When and how we share personal data and locations of processing

We will only share personal data with others when we are legally permitted to do so. When we share data with others, we put contractual arrangements and security mechanisms in place to protect the data and to comply with our data protection, confidentiality and security standards.

Personal data held by us may be transferred to:

- Emergency services or GP practices where there is a risk to the life of the individual or a third party.
- Third party organisations that provide applications/functionality, data processing or IT services to us - We use third parties to support us in providing our services and to help provide, run and manage our internal IT systems. For example, providers of information technology, cloud based software as a service providers, identity management, website hosting and management, data analysis, data back-up, security and storage services. The servers powering and facilitating that cloud infrastructure are located in secure data centres, and personal data may be stored in any one of them.
- Third party organisations that otherwise assist us in providing services or information
- Auditors and other professional advisers
- Law enforcement or other government and regulatory agencies or to other third parties as required by, and in accordance with, applicable law or regulation - Occasionally, we may receive requests from third parties with authority to obtain disclosure of personal data, such as to check that we are complying with applicable law and regulation, to investigate an alleged crime, to establish, exercise or defend legal rights. We will only fulfil requests for personal data where we are permitted to do so in accordance with applicable law or regulation.

Changes to this privacy statement

We recognise that transparency is an ongoing responsibility so we will keep this privacy statement under regular review.

This privacy statement was last updated on 18 May 2018.

Data controller and contact information

The data controller is Tŷ Elis (Porthcawl Counselling Service) Limited, 14 Victoria Avenue, Porthcawl, CF36 3HG.

If you have any questions about this privacy statement or how and why we process personal data, please contact our Data Protection Officer Fiona Morris at the above address or email fiona.morris@tyelis.org.uk or phone 01656 786 486

Individuals' rights and how to exercise them

Individuals have certain rights over their personal data and data controllers are responsible for fulfilling these rights. Where we decide how and why personal data is processed, we are a data controller and include further information about the rights that individuals have and how to exercise them below.

Access to personal data

You have a right of access to personal data held by us as a data controller. This right may be exercised by emailing us at fiona.morris@tyelis.org.uk. We may charge for a request for access in accordance with applicable law. We will aim to respond to any requests for information promptly, and in any event within the legally required time limits of 1 month (from 25 May 2018).

Amendment of personal data

To update personal data submitted to us, you may email us at info@tyelis.org.uk or, where appropriate, contact us via our website.

When practically possible, once we are informed that any personal data processed by us is no longer accurate, we will make corrections (where appropriate) based on your updated information.

Withdrawal of consent

Where we process personal data based on consent, individuals have a right to withdraw consent at any time. We do not generally process personal data based on consent (as we can usually rely on another legal basis e.g. to prepare or fulfil our contract to provide counselling services to you or where data is necessary to be processed to protect a person's life). To withdraw consent to our processing of your personal data please email us at fiona.morris@tyelis.org.uk or, to stop receiving an email from our marketing list, please reply to the email stating you no longer wish to receive marketing material from us.

Other data subject rights

This privacy statement is intended to provide information about what personal data we collect about you and how it is used. As well as rights of access and amendment referred to above, individuals may have other rights in relation to the personal data we hold, such as a right to erasure/deletion, to restrict or object to our processing of personal data and the right to data portability. Some of these rights will only be available from 25 May 2018.

If you wish to exercise any of these rights, please send an email to fiona.morris@tyelis.org.uk.

Complaints

We hope that you won't ever need to, but if you do want to complain about our use of personal data, please send an email with the details of your complaint to fiona.morris@tyelis.org.uk. We will look into and respond to any complaints we receive.

You also have the right to lodge a complaint with the Information Commissioner's Office ("ICO") (the UK data protection regulator). For further information on your rights and how to complain to the ICO, please refer to the ICO website.