



Lawrence Way Community Counselling Service (LWCCS) Privacy Notice

In order to provide our service to you of safe and effective counselling we need to collect your personal details to be able to contact you and to assess if counselling is right for you.

To do this we're collecting and storing personal data and we do this in line with the Data Protection act (1998), General Data Protection Regulations (2018) and the NHS Confidentiality Code of Practice. Your personal information helps guide both your LWCCS Counsellor's assessment process and their clinical decision-making during counselling. LWCCS's contractual obligations to you as a counselling service are the lawful basis for processing of your personal information. For full details please see our privacy policy, which is also available on our website www.lwaycounselling.org

This information is primarily stored in paper form and kept in locked storage. A summary spreadsheet is also kept electronically and password protected. This information will be stored for 7 years and then destroyed unless it is required for ongoing investigation.

We do not pass your information on to anyone else except in the following circumstances:

- We provide your G.P. dates of your attendance and the scores from your MDS questionnaires at the start and end of therapy.
- Your LWCCS Counsellor may share with their professional supervisor your first name along with details of your session relevant to ensuring good practice. Supervisors are bound by rules of confidentiality.
- If LWCCS has a legal obligation to do so e.g. by court order. By law, we will pass on information on drug money laundering or terrorism to the police.
- Anonymised data, from the MDS questionnaires you fill in, is sent to the NHS if you consent to this.
- Under very exceptional circumstances and only to prevent immediate substantial harm to yourself or others (vital interest), some of your personal information may be shared with your G.P. or relevant public authority e.g. the police. LWCCS will always seek to discuss this with you first.

You can contact LWCCS's Manager to request a copy of the personal data LWCCS holds on you. LWCCS will respond to your request within one month. We usually suggest you sit down with your counsellor or LWCCS's Manager who will go through and explain the information we hold.

You also have the following rights:

- to request correction or erasure, in certain circumstances though LWCCS has the right to refuse your request for erasure, for example in order to comply with LWCCS's insurance terms. LWCCS will respond to your request within a month of receiving it.
- to request limiting or ceasing data processing, where applicable
- to compensation for substantial damage or distress caused by data processing, where applicable