



Policy Document	
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Gloucestershire Counselling Service (GCS) Counselling Privacy Policy

Why do we request and hold information about people who register for counselling with GCS?

The General Data Protection Regulation (GDPR) came into effect on May 2018 and under this law we are required to let you know why we collect and hold information about you, how the information is used and to tell you about your rights to access this information.

This notice covers the information that GCS requests and holds in relation to all forms of counselling.

The information that we need to collect and hold is different for each type of counselling that we offer. The details are given below. Our policy is only to hold information for as long as it is required, and details of our data retention policy are available on request.

Adult Individual and Time Limited Counselling Service

For Individual and Time Limited Counselling we hold information on you such as your name, gender, date of birth, contact details, GP details and relevant medication information (information collected on the registration form). This information is then used to organise the correct pathway of counselling for you. We do not routinely share your personal information with other Counsellors or Supervisors unless it is necessary to your counselling process. We may share your contact details with one or more counsellor where it is necessary to set up counselling sessions.

An individual counselling record will be set up on our secure network and database containing all copies of reports and communication. These records are only accessible by staff whose job role requires access. Once counselling ceases the client file will be archived for 7 years and then will be securely destroyed.

Couples Counselling Service

For Couples Counselling we hold information on both individuals such as your name, gender, date of birth, contact details, GP details and relevant medication information (information collected on the registration form). This information is then put together and used to organise the correct pathway of counselling for you both. We do not routinely share your personal information with other Counsellors or Supervisors unless it is necessary to your counselling process. We may share both your contact details with one or more counsellor where it is necessary to set up counselling sessions.

A joint couples counselling record will be set up on our secure network and database containing all copies of reports and communication. These records are only accessible by staff whose job role requires access. Once counselling ceases the client file will be archived for 7 years and then will be securely destroyed.

Each individual has the right to access the information gathered about themselves but will not be given copies of any information gathered about their partner – unless they are detailed in it, for example access to an FCR will be given but copies of the partners registration forms will not.

Child and Family Counselling Service

For Child and Family Counselling we hold information on you such as your name, gender, date of birth, contact details, GP details and relevant medication information (information collected on the registration form). We record details of the individual/family who are being referred for counselling and will ask for details as above. We will also record names and ages of other people important to the individual/family who are to receive counselling. This may or may not include contact information. This information is then used to organise the correct pathway of counselling for the individual/family.

We do not routinely share your personal information with other Counsellors or Supervisors unless it is necessary to your counselling process. We may share your contact details with one or more counsellor where it is necessary to set up counselling sessions.

An individual or family counselling record will be set up on our secure network and database containing all copies of reports and communication. These records are only accessible by staff whose job role requires access. Once counselling ceases the client file will be archived for 7 years and then will be securely destroyed.

Employee Wellbeing Service

For Employee Wellbeing Counselling (EWS) we hold information on you such as your name, gender, date of birth, contact details (information collected on the registration form) as well as your occupation and employer. This information is then used to organise the correct pathway of counselling for you. We do not routinely share your personal information with other Counsellors or Supervisors unless it is necessary to your counselling process. We may share your contact details with one or more counsellor where it is necessary to set up counselling sessions.

An individual counselling record will be set up on our secure network and database containing all copies of reports and communication. These records are only accessible by staff whose job role requires access. Once counselling ceases the client file will be archived for 7 years and then will be securely destroyed.

Stroud District Council Housing Counselling Service (SDCHS)

For counselling through our SDCHS, we hold information on you such as your name, gender, date of birth, contact details (information collected on the registration form). As many referrals through the Housing scheme are for couples a record of both individuals is set up. This information is then used to organise the correct pathway of counselling for you. We do not routinely share your personal information with other Counsellors or Supervisors unless it is necessary to your counselling process. We may share your contact details with one or more counsellor where it is necessary to set up counselling sessions.

A joint counselling record will be set up on our secure network and database containing all copies of reports and communication. These records are only accessible by staff whose job role requires access. Once counselling ceases the client file will be archived for 7 years and then will be securely destroyed.

Each individual has the right to access the information gathered about themselves but will not be given copies of any information gathered about their partner – unless they are detailed in it, for example access to an FCR will be given but copies of the partners registration forms will not.

Schools Counselling Service

For Schools Counselling we hold very limited information on you such as your name, gender, date of birth, School you attend and Year Group. We also collect information about your family, this may include names, ages and contact details. This information is then used to organise the correct pathway of counselling for you. We do not routinely share your personal information with other Counsellors or Supervisors unless it is necessary to your counselling process.

An individual counselling record will be set up on our secure network containing all copies of reports and communication. These records are only accessible by staff whose job role requires access. Once counselling ceases the client file will be archived for 7 years and then will be securely destroyed.

How is data held and used

All information is held securely either on the GCS secure network or in locked filing cabinets. If information is sent to external data processors (such as the BPC, above), it is distributed from our secure email system. Access to the information is limited to staff whose job role requires access.

We do not store credit/debit card details. Nor do we share financial information with 3rd parties.

Requesting access to your personal data

You have the right to request access to any information that we hold about you. To make such a request, or to ask for further information about what we hold or our data retention policy please contact the Chief Executive Officer: ceo@gloscounselling.org.uk