PRIVACY NOTICE and STATEMENT

Incorporating General Data Protection Regulations (GDPR)

**Rosacle Consultancy Limited** takes privacy, confidentiality and data protection extremely seriously. This privacy notice covers:

* Collection and use of personal data
* Storage of personal data
* Protection of personal data
* How personal data is used
* Accuracy and retention of personal data
* Access to personal information
* Disclosure to third parties

**Collection and Use of Personal Data**

In order for **Rosacle Consultancy Limited** to provide a service to you we will need to collect some personal details with your consent. These will include:

* Your name
* Your date of birth
* Your address
* Your telephone number (mobile and landline)
* Your email address
* Marital status
* Sexuality/Gender identity
* Racial or Ethnic origin
* Religion
* Information relating to your physical and mental health
* Criminality (alleged or proven)

We need to collect this information in order to communicate with you and devise a treatment plan that is tailored to your personal needs.

**Storage of Personal Data**

**Rosacle Consultancy Limited** collects information in both paper and electronic forms. All information is securely stored and access is limited to authorised personnel. Computerised records are stored on a password protected computer and the individual files containing personal data and records of counselling sessions are further password protected. Any paper records that need storage are kept in a locked filing cabinet accessed only by authorised personnel.

**Protection of Personal Data**

All authorised staff of **Rosacle Consultancy Limited** receives training in the principles and administration of data protection legislation. The protection of personal information is of paramount importance. **Rosacle Consultancy Limited** will destroy all records it holds about you 7 years after you cease to use its services unless specifically requested otherwise.

**Electronic data**

Emails between yourself and **Rosacle Consultancy Limited** are stored securely and password protected on a server and will be retained for up to 7 years after you cease using our services.

Text messages between yourself and **Rosacle Consultancy Limited** will be retained on **Rosacle Consultancy Limited’s** password protected mobile phone for the duration of your therapeutic relationship with us and thereafter transferred to secure storage in password protected computer and retained for up to 7 years.

Online **Skype Sessions** between yourself and **Rosacle Consultancy Limited** if verbal will be noted and transferred to a secure password protected document stored on a password protected computer and retained for 7 years. Typed sessions will be copied and pasted into a Word document that is password protected and stored on a password protected computer and retained for 7 years.

You are required to consent to setting up a **Skype Account** and adding **Rosacle Consultancy Limited** as a contact for online counselling.

**How your personal data is used**

Your personal information, details of your social circumstances and physical and mental health are solely used by **Rosacle Consultancy Limited** to provide you with an individually tailored management plan specific to your needs.

**Accuracy of personal information**

In order to keep your personal information accurate please inform **Rosacle Consultancy Limited** of any changes as soon as possible.

**Access to Personal Information**

You are entitled to see the personal information that **Rosacle Consultancy Limited** holds about you. This Privacy Notice outlines the information **Rosacle Consultancy Limited** holds about you and why it is held.

If you wish to access your personal information please contact **Rosacle Consultancy Limited** in writingto:

rosacleconsultancyconsultancylimited@outlook.com

**Disclosure to Third Parties**

**Rosacle Consultancy Limited** will not disclose any of your information to a third party (individuals, agencies, organisations) without your written consent except in the following circumstances:

* Where there is a concern for the safety and welfare of yourself or another person
* Where there is a concern for child safeguarding
* Where there is a legal requirement

In these circumstances **Rosacle Consultancy Limited** will endeavour to inform you of this intention.

**General Data Protection Regulations (GDPR)**

Data Protection Act 2018 (DPA 2018), and the General Data Protection Regulation (GDPR) applies to the data collected by **Rosacle Consultancy Limited**. The act specifies the responsibilities of the entity collecting, storing and processing the data (data controller) in this case **Rosacle Consultancy Limited** and the rights of the person, yourself (data subject) whose information is being collected.

**Responsibilities** of **Rosacle Consultancy Limited**

* There must be valid, lawful grounds for collecting and using the data

**Rosacle Consultancy Limited** only collects data to enable communication with you and to formulate and deliver an individually tailored management plan that meets your needs.

* **Rosacle Consultancy Limited** handles your data in ways that are fair, clear, open and honest.
* **Rosacle Consultancy Limited** only collects information that is adequate, relevant and what is necessary.
* **Rosacle Consultancy Limited** takes all reasonable steps to ensure that the information it holds is accurate and aims to correct any inaccuracies as soon as possible.
* **Rosacle Consultancy Limited** keeps information for the specified periods to mitigate any future disagreement.
* Integrity and confidentiality of the information must be maintained.

**Rosacle Consultancy Limited** has the appropriate security measures in place to protect the security of your data.

* **Rosacle Consultancy Limited** has the appropriate measures in place to fulfil the Act’s requirement for *Accountability*.
* **Rosacle Consultancy Limited** obtains specific consent from you to collect and use the information obtained. This is achieved by means of the Consent Form in Appendix 1. You may withdraw you consent at any time.
* **Rosacle Consultancy Limited** has a contract with you that authorises it to process the information we hold in order to deliver the management plan agreed with you.
* **Rosacle Consultancy Limited** will only divulge your information without your consent to a third party if there is a legal requirement to do so or vital interests are at stake (your or some other person’s safety and wellbeing).
* Special Category Data comprises:

Race;

Ethnic origin;

Politics;

Religion;

Trade union membership;

Genetics;

Biometrics (where used for ID purposes);

Health;

Sex life; or

Sexual orientation.

**Rosacle Consultancy Limited** obtains specific consent to cover this type of information.

**Your Rights as a Client of Rosacle Consultancy Limited**

Your Right to be Informed

**Rosacle Consultancy Limited** provides you with the following information:

* The name and contact details of our organisation.
* The purposes of the processing.
* The lawful basis for the processing
* The categories of personal data obtained.
* The details of transfers of the personal data to any third countries or international organisations (if applicable).
* The retention periods for the personal data.
* The rights available to individuals in respect of the processing.
* The right to withdraw consent.
* The right to lodge a complaint.

Your Right of Access

Clients of **Rosacle Consultancy Limited** can request access to the information that we hold about them either verbally or in writing. **Rosacle Consultancy** Limited will respond to your request within one month, free of charge.

Your Right to have Incorrect or Incomplete Information corrected.

Requests to have incorrect or incomplete information rectified can be made verbally or in writing. **Rosacle Consultancy Limited** will respond to such requests within one month.

Your Right of Erasure

You may make a request for the information we hold about you to be erased either verbally or in writing. **Rosacle Consultancy Limited** will respond to your request within one month. **Rosacle Consultancy Limited** will ensure that the information is securely erased.

**Rosacle Consultancy Limited** can refuse a request for erasure of information under the following circumstances:

* to exercise the right of freedom of expression and information;
* to comply with a legal obligation;
* for the performance of a task carried out in the public interest or in the exercise of official authority;
* for archiving purposes in the public interest, scientific research historical research or statistical purposes where erasure is likely to render impossible or seriously impair the achievement of that processing; or
* for the establishment, exercise or defence of legal claims.

Your Right to Restrict Processing

You have the right to restrict the way we use your information. Requests to restrict the use of your information can be made verbally or in writing. **Rosacle Consultancy Limited** will respond to such requests within one month. In this situation **Rosacle Consultancy Limited** can store your information but not use it.

Your Right to Data Portability

This right allows you to obtain and reuse the information that we hold for you to use with other services. You may request to move, copy or transfer data to another service. This right only applies to information that you have provided to us. **Rosacle Consultancy Limited** will transfer personal data in structured, commonly used and machine readable formats. We use secure methods to transmit personal data.

**APPENDIX 1**

**CONSENT AGREEMENT**

This consent form applies to all of the information thatRosacle Consultancy Limited holds about you.

I confirm that I have read, understood and agreed to the **Privacy Notice and Statement** provided by Rosacle Consultancy Limited in this document by signing this form.

|  |  |
| --- | --- |
| **NAME** |  |
| **DATE OF BIRTH** |  |
| **HOME ADDRESS** |  |
| **LANDLINE**  **TELEPHONE NUMBER** |  |
| **MOBILE PHONE NUMBER** |  |
| **EMAIL ADDRESS** |  |

|  |  |
| --- | --- |
| I consent to Rosacle Consultancy Limited using my data in the ways described in this privacy Statement YES or NO | Signature  Date |
| I consent to receiving communications by email or text messages or both YES or NO | Signature  Date |

If at any time you wish to cancel this agreement for the use of your data contact in writing or by email [rosacleconsultancylimited@outlook.com](mailto:rosacleconsultancylimited@outlook.com)

If you have any concerns about how we have handled your data, you can complain to the Information Commissioners Office: [www.ico.org.uk](http://www.ico.org.uk)