



ORCHARD COUNSELLING Our Privacy Policy

The privacy policy is a statement of

- what data we store, on whom, how we collect and how we use it
- what rights an individual has to know about, access, rectify, erase, restrict the use of, object to and request transfer of, their personal data

Your rights in relation to data privacy

Under GDPR (the EU General Data Protection Regulations) an individual has a number of additional and augmented rights compared to previous Data Protection regulations. Orchard Counselling intends to uphold these rights, unless there is an overriding legal requirement otherwise. We will always seek to have a 'lawful ground' to hold each item of personal data on an individual. These include fulfilling a contract or service (e.g. employment or delivering training), satisfying legal compliance (e.g. for donors) and having a legitimate interest (e.g. sending details of training opportunities to people who have previously attended our training). Where none of these is relevant or reasonable for an individual we will seek explicit consent to having continued contact from us.

The rights provided within GDPR are to know what data we store, on whom, how we collect and how we use it. In addition an individual has the right to be shown, rectify, erase, restrict the use of, object to and request transfer of, their personal data.

Who we collect data about

Orchard Counselling collects and stores personal information about individuals for the purpose of providing counselling and training. This includes our students, staff and volunteers (counsellors, supervisors, clients, members of the management team, trustees and other roles).

The remainder of this policy explains how we intend to comply with the GDPR.



PRIVACY POLICY (staff, volunteers, students)

Note that a separate policy covers information related to our counselling clients, for whom we collect a wider range in data.

What we collect and store

- Staff: we collect data relevant to the employment contract, including payment details and diversity information;
- Volunteers: we collect data relevant to the volunteer position, including evidence of suitability;
- Students: we collect data relevant to the course the person applies for, including evidence of suitability and of previous relevant qualifications;
- Workshop delegates: we collect contact details and selected payment method for delegates.

How we store and use data

The information we collect and store is all provided directly by the individual concerned, and then stored electronically on secure servers.

Contacting us in relation to your personal data

Please contact us at clinical.lead@orchardcounselling.org.uk in the first instance. An appropriate member of staff will reply to you within the timescale required by the GDPR.



PRIVACY POLICY (clients)

Note that a separate policy covers information related to our counsellors, supervisors, other volunteers and students, for whom we collect a wider range in data.

What information do we collect and store:

If you apply for counselling with us we will request that during the referral process (currently online) you provide information that enables us to assess and process your application, manage your counselling and evaluate the service that was provided to you.

This includes details of:

- general demographics
- previous counselling or psychotherapy,
- current doctor's practice or health centre,
- ongoing medical treatment and medication,
- contact with the Community Mental Health Team,
- incidents of recent self-harm,
- drug and alcohol use
- other information that helps us to assess the person's suitability for the counselling service we offer.

Why do we collect this information and where do we store it:

The information we collect and store is all provided directly by the individual concerned and stored electronically. Some additional information, not including a person's name, is also stored separately to enable counselling to be set-up, progressed and evaluated, for quality monitoring and for statistical purposes.

Electronically held data is stored on secure servers for which authorised access is granted to individuals based on job role.

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