

## **PRIVACY NOTICE**

Oxford Counselling Centre collects and uses personal information about clients in accordance with applicable Data Protection laws. We are registered as a Data Controller with the Information Commissioner's Office. This Privacy Notice explains how we manage your personal information.

Information you provide when you register, is collected and processed. This may include information such as your name, contact details, current or previous health information. A Director and a therapist will have access to this information.

We will use your information to assess your requirements and provide you with an appropriate therapist and we may use the information to assess any risk. Our legal basis for doing so is having your explicit consent and/or vital interest. By submitting a Contact Us form to the organisation, we presume you are giving your explicit consent for us to hold the information.

We also collect some information which is classed as Sensitive Personal Data, this may include information such as your current mental health situation and your reasons for coming to counselling, to help us decide which therapy may be suitable. This data will be erased once you have been allocated to a therapist.

We will only use Sensitive Personal Data with your explicit consent, except in limited circumstances, e.g. where there is significant safety or safeguarding concerns. In such situations, we will aim to do this with your consent, but in exceptional circumstances we may notify others, e.g. emergency services. Your counsellor will discuss issues around disclosure with you.

Once we have received your information, our confidentiality procedures are implemented to prevent unauthorised access to your information. Your information will be retained for five years. Following this period, your information will be securely destroyed.

You have the following rights: right to withdraw your consent at any time, the right to have your data corrected or erased, the right to a copy of the current personal information held on you and the right to restrict processing; To discuss these further please email The Director, Oxford Counselling Centre, at [director@oxfordcounsellingcentre.com](mailto:director@oxfordcounsellingcentre.com) We will then discuss this with you in further detail as it may be that by exercising any of the above rights, we would no longer be able to provide you with therapy.

If you have any questions, please email [enquiries@oxfordcounsellingcentre.com](mailto:enquiries@oxfordcounsellingcentre.com)