

Privacy notice – Health and Wellbeing Counselling Service

Who we are?

Derby City Council is the local government unitary authority for Derby City. Our address is The Council House, Corporation Street, Derby, DE1 2FS. You can contact our Data Protection Officer on 01332 640763 or by email at data.protection@derby.gov.uk

How do we collect information from you?

We collect information from you when you make a referral to our service either by email or in writing. We also collect data when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and / or the reason why we need to process information relating to you. This could be personal information (such as your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

Sometimes, third parties may make a referral to us on your behalf. When we receive a referral in this way, we will contact you but won't give any information to the third party other than acknowledging that we've received the referral.

How is your information used?

We may use your information to:

- set up confidential, secure client records within the Health and Wellbeing Counselling Service. This enables counsellors to verify clients' identities via a unique reference number.
- monitor your emotional health and wellbeing to enable effective therapeutic work with you.
- facilitate group support or training sessions if these services have been requested.

Our service aims to support and improve clients' health and wellbeing. This also helps the Council to meet its legal duties to protect employees' mental and physical health, safety and wellbeing.

Research and statistics

Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.



Who has access to your information?

Only authorised personnel in the Health and Wellbeing Counselling Service have access to your information. This includes Counsellors, the Service Manager, clinical supervisors and service administrators. Reasons for these personnel to have access to your information are...

- Counsellors need access to your information to be able to carry out any therapeutic work that clients have requested via referring into the service.
- Counsellors have an ethical responsibility to seek supervision of their casework from an appropriately trained clinical supervisor. In supervision, the counsellor will discuss client information to ensure safe, effective and ethical practice.
- The service manager can access your information to ensure that policies and procedures are followed when auditing the service.
- The service manager can access information in case a counsellor is unexpectedly absent from work, so that they can arrange for a team member to inform clients of cancelled appointments or new arrangements or to arrange cover for training delivery or group support.
- Our administrators need access to certain information so that the service can respond to enquiries as they arrive and to report on service levels and effectiveness of the service.
- The service manager can use information to fulfil risk assessment and risk management responsibilities under health and safety legislation.

On rare occasions, if we believe someone is at serious risk of harm, we may have a duty of care to report this information to the police or safeguarding board.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Health and Wellbeing Counselling Service.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The service can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions - you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule; information about this is at <https://www.derby.gov.uk/retention-schedule/>. We will comply with Data Protection legislation.



What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

None.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://www.derby.gov.uk/site-info/about-cookies/>.

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance

The Council House,
Corporation Street,
Derby, DE1 2FS

By phone: 01332 640763

By email: data.protection@derby.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

By phone: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk.

