



Privacy Notice

Who We Are

Still Waters Counselling Service gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and law. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

Still Waters Main Office Address is 242 Margate Road, Ramsgate, Kent CT12 6AH. Our designated Data Protection Appointed Person for the organisation is Eve Morris who can be contacted c/o this address, telephone 07768 848045

Information That We Collect

Still Waters processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than already specified in this notice. We collect this data face-to-face.

The personal data that we collect from you is: -

- Name
- Date of Birth
- Home Address
- Home Telephone Number
- Mobile Telephone Number
- Details of Close Family
- Whether you are feeling suicidal or have done in the past
- Your Doctor's name
- Your presenting Problem
- How you heard of us
- Times Available
- Special Category Data = your Medication (see below)

Special Categories Data

Owing to the service that we offer, Still Waters need to request details of any medication you are taking to ensure your safety should you be taken ill during a counselling session. Where we collect sensitive personal data, we will only request the information required for the specified purpose and always ask for your explicit consent through a signature. You can modify or remove consent at any time, which we will act on immediately, unless there is a legitimate interest or legal reason for not doing so.

If you consent to us collecting and using your health/medical information for the purposes stated above, please sign below and print your name: -

Signature Sample

Print Name: Ms S. A. MPLE

How We Use Your Personal Data

Still Waters takes your privacy very seriously and will never disclose or share your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice.

The purposes and reasons for processing your personal data are detailed below: -

We collect and store your personal data in the performance of a contract to enable us to provide a service

Your Rights

You have the right to access any personal information that Still Waters processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws,

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclosure any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

Safeguarding Measures

Still Waters takes your privacy seriously and we take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place,

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to Still Waters however, as this information is required for us to provide you with our services, we will not be able to offer our services without it.

How Long We Keep Your Data

Still Waters only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We will keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed.

Lodging A Complaint

Still Waters only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Still Waters Counselling Service

Eve Morris

242 Margate Road, Ramsgate, Kent CT12 6AH

07768 848045 enquiries@bystillwaters.co.uk

Consent

Still Waters take your privacy seriously and will only process your personal data with your consent and in accordance with the terms stated in our Privacy Policy. If you consent to us collecting and processing your personal data, please sign below: -

Clients will be offered the opportunity to read this Still Waters Privacy Policy prior to giving consent

It is also available on our website www.bystillwaters.co.uk

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