



PRIVACY POLICY

This notice tells you what to expect when Fountains Counselling Service collects any personal information. It applies to prospective and actual clients of the service; any person who works for the service in any role, paid or unpaid; any person who contacts the service for any other reason. "Contact" refers to email, telephone, letter, text, or face-to-face communication.

Website

We do not collect data on visitors to our website, fountainscounselling.org

Email

If you email FCS via the "contact us" link on the website, your email will be received by the FCS Administrator. The Administrator might forward the email to the Service Manager, Clinical Lead, or other member of the Management Committee as appropriate.

FCS does not have a secure email service, and while we will act in accordance with GDPR regulations in how we treat your personal information (including your email address), we cannot guarantee that third parties will not access the emails illegally.

FCS will not pass your email address to any third party, unless you provide written and specific consent for this.

FCS will delete emails once it is no longer necessary to keep them. We specify what information we keep and for how long, below. We will not keep email addresses unless this is required for a specific purpose, such as maintaining links with relevant partners.

Telephone

We do not record telephone conversations; nor do we routinely make notes of conversations.

If we need to take personal information over the telephone, we will tell you what we need and why, and what we will do with that information. This will usually apply when a prospective client speaks to the Telephone Coordinator to begin the counselling process.

Telephone numbers will be stored in phones with due regard for the GDPR policy. Telephones will be PIN or password protected by the users, and client numbers will not be stored against full names to protect confidentiality as much as possible.

Letters

Any letters are posted to FCS c/o Rising Brook Baptist Church (RBBC), who provides a pigeon hole for FCS to use. FCS has no control over who might access that pigeon hole. RBBC has its own GDPR policy.

Letters will be collected by FCS staff and passed to the addressee, usually by hand, as appropriate.

Face-to-face meetings

It will be made clear whether information will be taken during, or from, face-to-face meetings; and what will be done with that information.

Counsellors might keep notes on sessions with clients. This will be made clear when first contracting with the client.

Any such notes will be written in a way that does not allow an individual to be identified; no personal information will be included.

When counselling is finished, the counsellor will complete a brief log (Counselling Log), with an overview of the counselling. This is recorded under the client's number (see Client Information).

Client Information

In order to protect confidentiality as far as possible, each client is allocated a number by the Telephone Coordinator, and this is recorded on the telephone contact form with the client's personal details. It is not recorded with the client's name in any other place. It is given to the counsellor working with the client only; thus only that counsellor and the Coordinator will know who any number relates to.

This number is used by FCS to provide monitoring data on the counsellors' work. We do not use personal information for FCS monitoring purposes.

If necessary, any written communication between FCS staff about a client will use that number, and not the client's name. Client personal details, including their name, will not be disclosed to any third party without the client's written permission; except where there is a legal obligation to do so, or under "exceptions to confidentiality" as examined in the client contract.

Storage of Written Information

FCS keeps personal information on paper relating to a clients counselling. We do store personal contact information for supporters/churches and organisations to receive newsletters, claim gift aid and other materials that they have agreed to receive.

All such paperwork is kept securely, in a locked cabinet in the individual staff members' home. They are required to ensure it cannot be accessed by any other person.

Paperwork is kept only so long as it is required, and this requirement must be demonstrated under GDPR Regulations.

Client's personal information, signed agreement to the counselling contract, and counselling log, will be kept routinely for a period of three years, as advised by BACP guidelines. If there is reason to believe this information might be needed after the three-year period, it will be kept until that reason expires. The need will be justifiable under GDPR regulations, and agreed between the FCS Clinical Lead and Service Manager.

Service monitoring information, relating to the data about counselling sessions, is kept on a database by the Service Manager. It is recorded under client number only; no personal information or other information that could allow a client to be identified, is used.

Client feedback forms are sent by clients anonymously and are received by the FCS Personnel Committee for evaluation. Following evaluation they are kept for one year and then destroyed.

FCS applicants and staff

Application forms for positions with FCS require personal information to be disclosed. This is shared only with those directly involved with the recruitment.

If the application form is provided on paper, copies might be made for interview purposes. If the application form is provided electronically, it might be forwarded to those involved in the recruitment process and might be printed off for interview purposes.

Once the recruitment process is complete, one paper copy only of the application form will be kept for all successful applicants who then take up a post with FCS. All other copies, and all copies for applicants who do not go on to work for FCS, will be destroyed.

Paper copies will be stored securely by the Service Manager, as per the directions laid out above, for as long as that person works for FCS.

FCS requires all staff to provide address and contact details, which will be made available to all other FCS staff. All staff are required to store this information securely, as per the

directions laid out above. When a person leaves FCS, all staff must destroy that information unless otherwise indicated by that person.

Requests for Information

Any person has a right to ask whether FCS holds any personal information on them by making a written request to the Service Manager. We will respond within one month.

If FCS does hold information we will tell you what it is, why we are holding it, who it might have access to it, and provide a copy if you want it. We will communicate with you in writing or, if you agree, by phone.

If there are inaccuracies in the information we hold, you can write to FCS to ask us to correct it and we will do so.

If asked, FCS will destroy any information we hold about a person, subject to organisational need or legal obligation to hold that information.

Breaches of Written Information

If we find that there has been a breach to our procedures, we will investigate to ascertain what has happened, and how or why.

If a person's information has been disclosed unlawfully, we will inform that person as soon as possible and always within 72 hours of.

Changes to this Privacy Notice

This privacy notice was last updated on 26th June, 2018.

How to contact us

If you want to request information about our privacy policy you can email us via the "contact us" link on our website, Fountainscounselling.org.uk, or write to:

Fountains Counselling Service
c/o Rising Brook Baptist Church
Burton Square
Stafford
ST17 9LT