

Privacy Policy

We are committed to protecting your privacy and keeping you informed of how your personal information is used. Hope Psychological Services CIC is responsible for ensuring the security and privacy of any personal information you provide, and we have updated our privacy policy. It lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. This is part of our ongoing commitment to being transparent about how we use your data and keep it safe.

Hope Psychological Services CIC recognises that your personal privacy is a serious and important issue and we support the principle of protecting privacy within the context of current UK legislation.

This privacy policy explains how we treat your personal information. By using Hope CIC services including its website, you consent to the collection and use of your personal information in accordance with this policy. Any changes to this policy will only be notified on the website and updated on this document. This policy is effective from 25 May 2018.

The personal information that we collect:

The Personal data we hold comes from 3 main aspect of our activities: Training, Therapy and Supervision.

Personal Data from Training Activates:

What Personal Information do we collect and store for an appropriate time?	Where does it come from?	What we do with the information we gather?	Who do we share it with?
Contact Name Organisation Name (if applicable) Correspondence address Contact telephone Contact email address POSTCODE Details of requested training course Information on future events requests Dietary or access requirements Agreement with the booking terms and conditions and entry requirements Payment Option choice	Website registration booking form Hard copy registration form Hard copy feedback and course evaluation forms	Data used for training course registration, student liaison and accreditation application with awarding body Evaluation forms used to inform course development and sometimes comments used on	Open College Network West Midlands for registration for accreditation. Hope CIC Directors Feedback comments sometimes used on public website (with explicit consent)

Preference for method of sending course programme and documentation Date of Birth Ethnic Background Any further information provided Feedback and evaluation forms		website for marketing purposes (with explicit consent)	
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Personal Data from Counselling/Therapy/Supervision activities:

What Personal Information do we collect and store for an appropriate time?	Where does it come from?	What we do with the information we gather?	Who do we share it with?
Name: Preferred Name: Gender : Date of Birth : Email: Allow reminders status Address Postcode Home Telephone Work Telephone Mobile Telephone? Skype Username Message preference Contact preference How did you hear about us question Doctor's Practice and GP Name Next of kin (name) Next of kin relationship Next of kin contact details Nationality Ethnicity Religion Employment Status Relationship Status Sexual Orientation	BACPAC Data Collection Form	Data used for contact and record keeping purposes in line with professional ethical framework of the BACP	Approved Hope CIC counsellors Hope CIC Directors BACPAC Information System (Mayden)
Problem related questions General Anxiety related questions Phobia related questions Employment related questions Work and social adjustment related questions	PHQ9 assessment form Other assessment methodologies	Assessment data from PHQ9 and other appropriate forms used to inform treatment plan	BACPAC Information System (Mayden) Professional supervisor (anonymised identity) in line with BACP Ethical Framework Approved Hope CIC

			counsellors Hope CIC Directors
Client and supervision notes	Face-to-Face, telephone or Skype Counselling /Supervision sessions	Record keeping in line with professional ethical framework of the BACP	BACPAC Information System (Mayden) Professional supervisor (anonymised identity) in line with BACP Ethical Framework Approved Hope CIC counsellors Hope CIC Directors

Controlling your personal information – the rights you have

You may choose to restrict the collection or use of your personal information in the following ways:

If you have previously agreed to us using your personal information for direct marketing purposes you may change your mind at any time by writing to or emailing us at Nathan@psychological-services.org.uk

You already have certain rights under existing data protection legislation, including a right to request a copy of the personal information we hold on you. From 25 May 2018 you will also have the following rights:

- Right to correct: the right to have your personal information rectified if it is inaccurate or incomplete;
- Right to erase: the right to request that we delete or remove your personal information from our systems;
- Right to restrict our use of your information: the right to 'block' us from using your personal information or limit the way in which we can use it;
- Right to data portability: the right to request that we move, copy or transfer your personal information;

Right to object: the right to object to our use of your personal information including where we use it for our legitimate interests. If you raise an objection we will stop processing your personal information unless very exceptional circumstances apply, in which case we will let you know why we're continuing to process your personal information. We will use reasonable efforts consistent with our legal duty to provide you with your rights in accordance with data protection legislation.

Your data security and confidentiality

Keeping information about you secure is very important to us so we store and process your personal information in accordance with the high standards required under data protection legislation. We do our best to keep the information you disclose to us secure by putting in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect, including online data. Client notes are secured through an online 'BACPAC' system which is run by Mayden who also manage NHS systems.

In regards to submitting forms through our website, although every effort has been made to safeguard information, we cannot 100% guarantee its security. By using our site, you accept the inherent risks of providing information online and will not hold us responsible for any breach of security.

Use of Cookies by www.psychological-services.org.uk

By using and browsing Hope CIC website, you consent to cookies being used in accordance with our policy. Cookies are small text files placed on to your computer by websites you visit. We use cookies to improve your experience with our website, and to allow us to track general usage of our website so that we can improve it over time.

The table below details the cookies used by www.psychological-services.org.uk It explains why we use each cookie, whether the cookie contain any of your personal information (they don't!) and what will happen if you choose not to allow us to use each cookie. More information about cookies and how to manage them can be found at www.aboutcookies.org or www.allaboutcookies.org

Cookie	Cookie Name	Purpose
Google Analytics	<ul style="list-style-type: none">_utma_utmb_utmc_utmv_utmz	<p>We use Google Analytics to understand how we can improve our website. These cookies do not contain any personal information. The reports generated by Google Analytics contain aggregated, anonymous information. For example, it will tell us how many people visited our site, but not who visited our site.</p> <p>It is expressly against Google's Terms of Service even to try to capture personal information. Google Analytics cookies do not expire – they will last until you delete your cookies. Disabling these cookies means we will think there are fewer people using our website than there really are.</p> <p>For more information visit: http://www.google.com/analytics/learn/privacy.html</p>

How long do we keep your personal information?

Unless a longer retention period is required or permitted by law, we will only hold your personal information on our systems for the period necessary to fulfil the purposes outlined in this Privacy Policy or until you request it is deleted. If, having registered for any of our services, you do not use them for a reasonable time (which may vary depending on the service(s) you've registered for) we may contact you to ensure you're still happy to receive communications from us.

To make enquiries, exercise any of your rights set out in this Privacy Policy and/or make a complaint please contact Nathan@psychological-services.org.uk or write to the Data Controller at Hope CIC, Harker Grange, Harker, Carlisle, Cumbria, CA6 4HY.

If you're not satisfied with the way any complaint you make in relation to your personal information is handled by us, then you may be able to refer your complaint to the relevant data protection regulator. In the UK, this is the Information Commissioner's Office, ico.org.uk.