

# Collins-Donnelly Consultancy

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## PRIVACY POLICY – FOR YOUNG PEOPLE

### Introduction

Collins-Donnelly Consultancy has a responsibility to keep any personal information that we have about you safe. This policy talks about how we do this. If we ever make changes to this policy, the new version will be made available on our website. When you use our website or when you first contact us to ask a question, you are agreeing to the use of your personal information in the ways we talk about in this policy. When you have counselling sessions with us, you will be provided with a consent form to sign if you agree to the use of your personal information in the ways we talk about in this policy.

### What is personal information?

Personal information is any information that can identify you in some way, such as your name, address or date of birth, and any information that is linked to your name, such as information you provide us during counselling.

### What information do we collect?

- **When you first make contact with us to ask us questions:** The information we may collect can include your name, phone number, email address or postal address, and any other information you choose to provide. This information allows us to answer your questions.
- **During counselling sessions:** The information we collect will include your name, phone number, email address, postal address, date of birth, doctor's details, school details and your parents' details. We may also ask things about your personal life, family, relationships, school and medical history where appropriate as well as any other information about why you are attending counselling. This information helps us to provide your counselling sessions and to keep a record of them.
- **Information that other people may pass to us about you:** Sometimes people like your parents, school or doctor might give us some information about you to help us make sure we are giving you the best possible help through your counselling.
- **Website:** Our website collects data when people use it but you cannot be identified from this.

**Counselling, CBT, Psychotherapy, Life Coaching,  
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Business Services, Training & Literature**

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## What do we use your information for?

We use the information held about you in the following ways:

- To answer any questions you ask us.
- To provide you with counselling, including booking appointments for you, letting you know of changes to appointments and keeping a record of counselling sessions.
- To help us to improve our services, such as asking you if you found the counselling helpful and what could be done better.
- To share any information with other people if you want us to.
- To help keep you safe.
- To follow our complaints procedures if you make a complaint.

## What information do we share with other people?

Anything you tell us is confidential, which means we won't tell anyone else unless:

- you want us to
- we believe that you or someone else is at risk of serious harm, including through abuse or neglect
- we believe you are going to cause serious harm to yourself or another person
- we are asked to by the court system.

We may also have to share information if you tell us that you or someone else are about to commit a serious crime, an act of terrorism or money laundering.

If your school or parents are paying for your counselling, we may let them know the number of sessions you have attended or cancelled and the dates of those sessions so that they know how much to pay.

And sometimes, we might have to share some information to respond to a complaint that you may make about us.

If we do have to share your personal information in one of these ways, we will always tell you what information has been shared and who it has been shared with unless doing so will cause harm or unless we cannot do so by law.

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## How we store your information

We use different ways to keep your personal information safe, such as locked filing cabinets and password protected computer systems. Please be aware that whilst emails and website contact forms are kept as secure as possible, we cannot guarantee that any information is completely secure whilst it is being sent.

If you just contact us to ask us a question, we will destroy/delete your details after 12 months. Any notes that we keep during your counselling sessions will be destroyed 7 years after the end of your counselling unless you or the courts ask us to keep them for longer. Your personal contact details are destroyed/deleted after 10 years of no contact from you.

## Your rights

You have the right to ask us:

- for a copy of any information we hold about you, which you will receive in 28 days for free
- to correct any mistakes in your personal information
- to delete or destroy any of the information we hold about you.

If you would like to do any of the above, please email us at [collinsdonnelly@talktalk.net](mailto:collinsdonnelly@talktalk.net) or speak to us in person or call us on 0114 2584793 and we will explain the process to you.

Your parents may ask us for a copy of any personal information we hold about you, but we will only agree to give them this if you say it is ok or if we are asked to do so by the court system. If you aren't able to understand whether you want your parents to have this information or not, we will only give it to them if we believe it to be the best thing for you and as long as you won't be caused any harm by us doing so.

## Complaints

If you aren't happy with anything about how we use your personal information, please just let us know and we will do everything we can to resolve this for you. But if you still aren't happy, you can contact the Information Commissioner's Office (ICO) on 0303 123 1113 or visit their website at [www.ico.org.uk](http://www.ico.org.uk).

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