

# Collins-Donnelly Consultancy

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[collinsdonnelly@talktalk.net](mailto:collinsdonnelly@talktalk.net)  
[www.collinsdonnelly.co.uk](http://www.collinsdonnelly.co.uk)

## PRIVACY POLICY

### Introduction

Collins-Donnelly Consultancy is committed to protecting your privacy and we are registered with the Information Commissioner's Office (ICO). Please read this Privacy Policy to find out about how we handle personal information. Please note, this policy only applies to personal information collected by Collins-Donnelly Consultancy not by third parties. At the end of this document, you will be given the opportunity to consent to our processing of your personal information under the terms of this policy.

### Regulations

Any personal information provided by you to Collins-Donnelly Consultancy through any means (including verbally, in written and electronic formats or through visiting our website) will be held and processed in accordance with the data protection principles set out in the existing Data Protection Act 1998 and the new General Data Protection Regulation (GDPR) that came into force on 25 May 2018. We also maintain confidentiality according to our professional code of ethics in addition to the GDPR requirements.

### Data controller and data processor

Under the new GDPR, Collins-Donnelly Consultancy is a Data Controller meaning that the organisation makes decisions on how to use the personal information provided. We are also a Data Processor meaning that we store and process the personal information for specific purposes.

### What information do we collect?

- **When you make an enquiry for any of our services:** The information we may collect can include your name, contact information such as phone number, email address or postal address, and any other information you choose to provide as part of your enquiry, such as your availability, if you are being referred to our Consultancy by your employer or school or the reason for your enquiry. This information allows us to answer your enquiry and direct you to the most appropriate service and practitioner available.

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- **During therapy sessions:** The information we collect will include your name, contact information, date of birth, details of your existing healthcare professionals, your emergency contact details and if you have been referred by a particular organisation. We will also ask about your current personal, social and medical circumstances, about your background and family history as well as information that relates to why you are attending therapy sessions. We require this information in order to provide you with the therapy needed to address your particular presenting issues and for professional and administrative duties that relate to this, such as record keeping and processing payments.
- **During psychological assessments:** The information we collect will include your name, contact information, date of birth, details of your existing healthcare professionals, your emergency contact details and who has referred you for the psychological assessment. We may also ask about your current personal, social, mental health and medical circumstances, about your background and family history and about circumstances that are troubling you in the here and now in ways that relate to the psychological assessment that is being conducted. We require this information in order to conduct the psychological assessment and for professional and administrative duties that relate to this, such as record keeping, production of a psychological assessment report and processing payments.
- **During mediation sessions:** The information we collect may include your name, contact information, job role, who has referred you for the mediation and details that relate to the reason for the mediation. You may also be asked for information about your current or past personal, social, employment or medical circumstances, but only if they relate to the mediation being conducted. We require this information in order to conduct the mediation sessions and for professional and administrative duties that relate to this, such as record keeping, production of mediation reports and processing payments.
- **During training courses:** The information we collect may include your name, contact information, job role, age, details of your employer or school and details that relate to payment. We require this information in order to book you a place on a training course, to deliver the course and for administrative duties that relate to this, such as confirming attendance with your employer, producing certificates and processing payments.
- **Applying to be a member of our team:** The information we collect will include your name, contact information, date of birth, previous employment history, education and training history, professional membership details, and

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details of referees. This information is processed for the purpose of considering your application to join our team and administering your contract of work.

- **Information from third parties relating to you:** Sometimes we may be provided with information that relates to you from third parties, such as health-related information from your GP or previous mental health practitioners, referral information from your employer or school or employment or education history from your employer or school. This information is processed to provide you with the service you are engaging in.
- **Website:** Our website collects anonymous data relating to user behaviour and web traffic statistics.

## What do we use your information for?

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

- To answer any enquiry you make.
- To provide you with the service you request, such as therapy sessions or training, which can include but is not limited to allocating an appropriate therapist, booking appointments/training places, maintaining treatment plans.
- For administrative purposes, such as to book appointments, to notify you of any changes to appointments and to allow us to process payments for services provided.
- To meet our professional standards, such as in terms of record keeping.
- To help us to improve our services, such as seeking feedback from you on the quality and effectiveness of our services.
- To produce and share any reports that you wish us to provide with your consent.
- To follow our complaints procedures if you make a complaint.
- To keep in touch with you, if you consent to this, regarding any changes to our services or new services being offered or books that are released.
- To process applications to join our team and to fulfil any administrative, contractual and legal obligations in relation to working as part of Collins-Donnelly Consultancy.

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## What information do we share?

We will not share any information about you with other organisations or people, except in the following situations:

- **Consent** – We will share your information with specific third parties if you ask us to do so and provide us with written, informed consent to do so.
- **Serious harm** – We may share your information with appropriate third parties, such as your GP, social care or the Police, if we believe that this may prevent serious harm being caused to you or another person.
- **Safeguarding** – We may share your information with appropriate third parties, such as social care or the Police, if we believe a child or vulnerable adult is being abused or neglected or is at risk of abuse or neglect.
- **Compliance with the law** – We may share your information where we are required to do so by law. For example, if we receive a court order or if you inform us you or someone else are about to commit a serious crime, an act of terrorism or money laundering.
- **Attendance confirmation and invoice processing** – if you have been referred for therapy, mediation or training by your employer or school who are funding this, we may share with them the number of session you have attended, the number of sessions you booked but did not attend and the dates of these sessions if they request this information. We may also share this information as part of an invoice, but using an anonymised code provided by the referring organisation.
- **Complaints** – In exceptional circumstances, we may be required to disclose a limited amount of information to respond to a complaint that may be made.

If we do share your information in one of the circumstances detailed above, we will notify you of what information has been shared and who it has been shared with unless doing so will cause harm or unless we are legally obliged not to do so.

Regarding therapeutic service provision, there may be occasions when your allocated practitioner discusses your treatment with his or her supervisor who is bound by the same standards of ethics, confidentiality and data protection. Within this process your identity will remain confidential.

Your personal information will never be shared with other companies for marketing purposes.

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## **Storage of information**

Collins-Donnelly Consultancy maintains reasonable precautions to protect your personal information from loss, misuse, unauthorised access, disclosure, alteration and destruction. Please note, if there is a breach of this privacy policy in relation to your personal information you will be notified with 72 hours.

All information that you provide to us is stored as securely as possible. All paper forms and correspondence are kept in locked filing cabinets on our premises. All electronic records are password protected and are backed up using secure, password protected internet 'cloud' technology.

Therapeutic process notes and psychological reports are destroyed 7 years after the end of counselling/ the date of the report, unless it is requested that we keep them for longer or we are legally obliged to keep them for longer. Personal contact details are destroyed/deleted after 10 years of no contact or updates.

Information provided for enquiries that do not lead to a service being undertaken are destroyed/deleted after 12 months of no contact or updates.

If you consent to be notified of Collins-Donnelly Consultancy's services, such as upcoming training courses or book releases, your name and contact details will be stored securely until you withdraw consent.

Please note that whilst we make every effort to keep your information secure, we cannot guarantee that information sent via email or via our website contact form can be kept fully secure unless it is sent by an encrypted email. For ease of use and compatibility for our service users, communications will not be sent in an encrypted form unless you request this. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects, we cannot bear responsibility for all our email communications being virus-free.

Please also note that our website provider and host has confirmed they meet the relevant conditions of GDPR in relation to data transfer. Our website contains links to other websites of interest. However, once you have used these links to leave our site, we do not have any control over the other websites and their use of data.

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## Your rights

You have the right:

- To ask us to provide a copy of your personal information held by us in our records. There is no longer a charge to provide this unless the request is deemed to be excessive. We have 30 days from the date we receive your request to provide you with this information. However, we can request an extension to this timescale under certain circumstances.
- To require us to correct any inaccuracies in your personal information.
- To withdraw your consent for us to hold and process your information at any time. However, if you choose to do this while receiving therapy, psychological assessment or mediation services, then the service may have to end or be limited. Please note there may be occasions where we cannot destroy or delete your information for legal reasons.

If you would like to do any of the above or if you have any concerns regarding our use of your personal information, please contact us via email at [collinsdonnelly@talktalk.net](mailto:collinsdonnelly@talktalk.net) for the attention of the Consultancy Manager or via post to Consultancy Manager, Collins-Donnelly Consultancy, 1 Wyvern House, Guernsey Road, Sheffield S2 4HG. Please note that we may need to verify your identity in order to comply with your request.

We will do our utmost to resolve any concerns you may have, but if these are not resolved to your satisfaction, you may choose to 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)

For more information on your rights see [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org) .

## Children and Young People

Young people aged 16 years and over can consent to their own therapy and, under the GDPR, can give their own informed consent for the sharing of personal information. However, as an organisation, we will need proof of age.

If parents do not consent to therapy but a child under the age of 16 still wishes to undertake the therapy or where a child under the age of 16 wishes to consent to therapy without the knowledge of their parent(s), he or she can do so if they're believed to have enough intelligence, competence and understanding to fully

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appreciate what's involved in their treatment. This is known as being Gillick competent.

Just as with adults, anything a child tells their therapist will be kept confidential by their therapist. There may be circumstances when the therapist feels it is in the best interest of the child for the child or their therapist to share certain information or strategies discussed in therapy with their parents or school. If this is the case, the therapist will discuss this with the child to see if they consent. Please note that consent can only be sought directly from a child when they are capable of providing informed consent.

In addition, if the child's therapist believes that the child or another child has been hurt or is at risk of harm or that the child is at risk of harming themselves or another person, he or she may have to tell someone. The child's therapist may also have to reveal information if requested to do so by the courts or if information that would prevent a serious crime, act of terrorism or money laundering is revealed.

It is the child who has a right of access to the information held about them, even though in the case of young children these rights are likely to be exercised by those with parental responsibility for them.

Before responding to a subject access request for information held about a child, Collins-Donnelly Consultancy must consider whether the child is mature enough to understand their rights and the copy of their personal information if provided to them. If we are confident that the child can understand this, then we will usually respond directly to the child. We may, however, allow the parent to exercise the child's rights on their behalf if the child authorises this, or if it is evident that this is in the best interests of the child.

When considering borderline cases, we must take into account, among other things:

- the child's level of maturity and their ability to make decisions like this
- the nature of the personal data
- any court orders relating to parental access or responsibility that may apply
- any duty of confidence owed to the child or young person
- any consequences of allowing those with parental responsibility access to the child's or young person's information. This is particularly important if there have been allegations of abuse or ill treatment

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- any detriment to the child or young person if individuals with parental responsibility cannot access this information
- any views the child or young person has on whether their parents should have access to information about them.

Please note, we will never send children and young people under the age of 18 years any marketing materials.

We have a separate, simpler privacy policy written for children and young people directly. If you wish to see a copy, please just ask or visit our website.

## **Changes to this policy**

We may amend this policy from time to time. If we do so, we will notify you by posting a prominent announcement on our website.

## **Consent**

By continuing to use Collins-Donnelly Consultancy's website or when making an initial enquiry to Collins-Donnelly Consultancy, you are agreeing to the use of your personal information in the manner detailed in this privacy policy.

When you participate in one of our services, you will be provided with a consent document to sign if you agree to the use of your personal information in the manner detailed in this privacy policy.

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