**Privacy Notice**

At YMCA Worcestershire we are committed to protecting and respecting your privacy.

Whenever you provide any personal information to us, we will treat your information in accordance with this privacy policy and in accordance with the General Data Protection Regulation.

With the new GDPR regulations the rights of the individual have changed.

Those rights are:

* The right to be informed about the data we hold
* The right to see the data we hold you
* The right of change the data held about you
* The right to erase the data we have
* The right to restrict processing and control of how the data is being used
* The right of data portability that is the data can be moved, copied transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability
* The right to object to how data is held and used

**How we collect your data?**

We collect information about you from a variety of sources including

* Counselling Referral Form– By completing a referral form. You will provide us with us with your name, address, telephone numbers and email address. We also request information relating to your health and wellbeing that will support in providing the counselling service.
* Initial Assessment Appointments– At an initial appointment you will be asked about your current personal, social, medical circumstances. We require this information so that we can decide about our offer of counselling to you, to assign you to a counsellor, and to manage the service we provide to you.
* When you contact us by email or through any contact form provided on our website, we may ask you to provide some or all of your name, email address and telephone number

### How we use this data?

We will use your information in a number of ways, such as

* To provide clients with a counselling service requested from us.
* To offer suitable counselling appointments, and to allocate clients and counsellors for counselling.
* To notify you about changes to your appointments and other changes to our services.
* To seek feedback from you on your experience of counselling with us.
* To improve our service to ensure that it is provided in the most effective manner for you and for us.
* To record information as part of the monitoring and evaluation for the project

### Who has access to this data?

YMCA Worcestershire may need to share personal information with government departments and agencies, with our regulator and auditors, or with other organisations and agencies where we are legally allowed to do so. We will never share or sell your data to anyone without your consent.

We may also need to share data for monitoring and evaluation purposes that will remove any data that could identify you.

### How long do you keep my data for?

We will keep your information for 2 years from the date it was collected.

### How do you request for your information to be erased?

You have the right to have your data erased as long as it complies with our right to be erased procedure if you would like to request your data be erased please email [data.protection@ymcaworcestershire.org.uk](mailto:data.protection@ymcaworcestershire.org.uk)

**Your rights, the right to complain and the ICO**

You have the right to request a copy of the data we hold about you. Please contact [data.protection@ymcaworcestershire.org.uk](mailto:data.protection@ymcaworcestershire.org.uk)

if you wish to request access to any of your personal

Data and we will always endeavour to answer your questions

We will not normally make a charge for this service and will respond within one month of receiving your request. It will always help if you can be as specific about what personal data you want to

see, what it relates to and within what timeframe, as that will assist our search.

You have the right to correct information that we hold. Please advise us of any

changes or corrections by contacting [data.protection@ymcaworcestershire.org.uk](mailto:data.protection@ymcaworcestershire.org.uk)

**Changes to our privacy notice**

Our Privacy Notice is regularly kept up to date and this version was updated on 1/10/20