

Privacy Policy

The General Data Protection Regulation (GDPR)

This Privacy Policy governs the manner in which Pregnancy Crisis Care uses, maintains and discloses information collected from clients using our Counselling Services. This privacy policy applies to the office, the website and the services offered by Pregnancy Crisis Care whether online, by telephone or face to face meetings.

We are Registered with the ICO (Information Commissioner's Office) (Reg No: Z3601859), and comply with the GDPR (General Data Protection Regulation). You may request details of personal information which we hold about you under the Data Protection Act 2018. If you would like a copy of the information held on you, please write to the Centre Manager, at Pregnancy Crisis Care (Plymouth & SE Cornwall), 2nd Floor (right), Kinterbury House, Kinterbury Street, Plymouth, PL1 2DG.

Clients will be issued with a paper copy of the Privacy Policy at their Initial Assessment which contains the following information & they will be asked to sign that they understand & agree with how information is collected, stored & held before therapy can commence.

Data Accessibility:

Data held can be accessed by the following people within Pregnancy Crisis Care. Each person has signed a Data & Protection & Confidentiality Agreement Form.

- **Data Controller** – Jane Frajbis (Centre Manager)
- **Data Protection Officer** – Sarah Hill (Centre Administrator)
- **Data Processors** – Counsellors & Trainee Counsellors can access their own clients information

How information is stored:

Notes: Handwritten notes pertaining to sessional content & personal details are kept separate in a locked cabinet.

Database: Client details, reasons for contact, and statistical information regarding numbers of appointments, emails, calls, and short, bullet-point notes are input and stored on a CRM (Customer Relationship Management system - SuiteCRM). This is a secure web-based system. We also hold client names and emails for those who have opted in to this on MailChimp and Zeffy. Some anonymised statistics are held on Google Drive.

Email: Client emails are held on Microsoft 365 Outlook on our computers. Client emails are printed and filed and, once a response has been sent or a request has been actioned, they are deleted from our computer. Client email addresses are not stored on our computer unless we have client consent to hold them for marketing or other such purposes. In addition we use encryption software on all of our computers.

Calls/Texts: Client contact details are only saved on devices belonging to the centre and filed under client number, not name. These details are deleted once the client is no longer receiving counselling from Pregnancy Crisis Care.

Website: No personal information is stored on the charity's website.

Third party websites: Clients may find content on my website that link to the sites of other third parties. We do not control these sites and we are not responsible for how they collect, store or use information.

Social Media: Clients sometimes very kindly choose to raise funds for us – their details may be shared on social media with their consent if this has been given. Also, client stories or quotes may be shared on social media (Facebook and Instagram), if clients have given permission for this.

Personal Information collected:

- Name, gender & date of birth
- Occupation
- Address, preferred contact number and email address
- Relationship status
- GP contact details, medications and relevant medical history
- Questionnaire responses (Anxiety, Depression & PTSD)
- Client expectation from counselling and previous counselling experience

Documents Held:

- New client form
- Client intake sheet
- Contract/Agreement form
- Privacy statement - signed by client.
- Confidentiality policy – signed by client
- Client number
- Client sessional notes, kept for 7 years to comply with Data Protection, BACP (British Association of Counselling & Psychotherapy) and insurance purposes

How we may share your personal information:

- **Supervision:** Each counsellor & trainee counsellor will attend monthly supervision sessions to ensure our services are consistent, safe & ethical. Session details & client numbers may be shared with a Supervisor during these discussions. Personal identifying information will be anonymised to ensure your protection.
- **Safeguarding:** Where there is reasonable cause to suspect that a child under the age of 18 is suffering, or at risk of suffering, serious harm or abuse. Also, where a client has threatened to, or is highly likely to harm themselves or another individual.
- **Act of terrorism:** Should a client give information indicating a potential terrorist attack.
- **Medical professionals:** With your consent, we may suggest your GP is informed of your counselling sessions with Pregnancy Crisis Care, in order to further support you medically, should require it. (An example will be shown to you)
- **Partner/family member:** With your consent, you may feel it beneficial for us to provide you with a letter for your partner or family member, outlining the form of counselling that you are receiving and how they may best support you. (An example will be shown to you)
- **Court request:** We may need to provide information, should to the Courts (or authorities acting on behalf of the Courts) request us to in writing and via the official channels.

Your Rights:

- **Right to Access:** You have the right to ask for a copy of your personal information, free of charge, in an electronic or paper format. You also have the right to ask for amends or changes to any incorrect information held about you.
- **Right to be Forgotten:** You have the right to ask that Pregnancy Crisis Care erase any information that we hold about you. This includes your personal information

that is no longer relevant to original purposes, or if you wish to withdraw consent. In all cases and when considering such requests, these rights are obligatory unless it's information that we have a legal obligation to retain.

Complaints:

If you are unhappy with the way that we have handled your data, you are able to make a complaint. The process for this is as follows:

1. Should you need to make a Data Protection complaint, in the first instance, please contact the Centre Manager in writing via email: jane@pregnancycrisiscare.org.uk or by post and send to: Centre Manager, Pregnancy Crisis Care (Plymouth & SE Cornwall), 2nd Floor (right), Kinterbury House, Kinterbury Street, Plymouth, PL1 2DG. We will acknowledge any complaint within 30 days.
2. If you are unhappy or dissatisfied with the way that we have handled your data and/or processing of your complaint, please contact the Information Commissioner's Office (ICO) directly on: <https://ico.org.uk/global/contact-us-public/> or: <https://ico.org.uk/make-a-complaint/data-protection-complaints/>. Or call the ICO on: **0303 123 1113**

I have read this Privacy Policy. I understand and agree with how information is collected, stored and held.

Name: Signed:

Date: