



## **White Friars Privacy Notice**

### **Introduction**

White Friars Counselling and Psychotherapy (collectively referred to as "White Friars", "we", "us" or "our" in this privacy notice) respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you visit our website ([www.whitefriarscp.co.uk](http://www.whitefriarscp.co.uk)) and/or use our services and tell you about your privacy rights and how the law protects you.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

### **Controller**

White Friars is the trading name of Kerri Crewe who is the controller and responsible for your personal data.

We have appointed a data protection officer (DPO) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the DPO using the details set out below.

#### Contact details

Name of DPO: Kerri Crewe

Email address: [info@whitefriarscp.co.uk](mailto:info@whitefriarscp.co.uk)

Postal address: 14a St Werburgh Street, Chester, Ch1 2DY

Telephone number: 01244 312 809

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.



### **Data protection principles**

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

### **Third-party links**

Our website or method of providing services to you may include the use of links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites or applications and are not responsible for their privacy statements. When you leave our website or make use of any third-party applications, we encourage you to read their privacy policies.

### **What information do we collect?**

We collect personal information about you to enable us to provide the appropriate support that you need. Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes first name, maiden name, last name, marital status, title, date of birth and gender.
- **Contact Data** includes billing address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.
- **Transaction Data** includes details about payments to and from you and other details of services you have purchased from us.
- **Profile Data** includes your purchases or orders made by you, your interests, preferences, feedback and survey responses.



- Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.
- **Sensitive Personal Data** includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, information about your physical and mental health, medication, your life history.

### How do we collect your personal data?

We use different methods to collect data from and about you including through:

- **Direct interactions:**

You may give us your Identity, Contact, Technical and Financial Data by filling in forms or by corresponding with us by post, phone, email, our website, our social media posts, messaging platforms or otherwise. This includes personal data you provide when you:

- apply for services;
- contact us through messaging platforms such as Zoom ([www.zoom.us](http://www.zoom.us)); WhatsApp ([www.whatsapp.com](http://www.whatsapp.com)); and Whereby ([www.whereby.com](http://www.whereby.com));
- request marketing to be sent to you;
- enter a survey; or
- give us some feedback.

You may provide us your Sensitive Data when you:

- undertake an initial telephone assessment;
- liaise or correspond with one of our therapists/counsellors; or
- undertake a counselling session or workshop with one of our therapists/counsellors.

- **Third parties or publicly available sources.** We may receive personal data about you from various third parties and public sources as set out below:



- Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the EU.
- Identity, Contact, Profile and Marketing and Communications Data from Callitech Limited trading as Money Penny registered in England and Wales with company number 03894972 whose registered office is at Western Gateway, Wrexham, Wales LL13 7ZB.
- Identity, Contact, Profile and Technical Data from Zoom ([www.zoom.us](http://www.zoom.us)); WhatsApp ([www.whatsapp.com](http://www.whatsapp.com)); and Whereby ([www.whereby.com](http://www.whereby.com)).
- Sensitive Data from your employer, GP, Social Services, other agencies or companies who have referred you to us and your family members.

How do we use the information we collect to help you?

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- Where we consider that there is a risk of physical or mental harm to yourself or someone else, particularly if children are involved.

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

Purpose/Activity	Type of data	Lawful basis for processing
To register you as a new client	(a) Identity (b) Contact	Performance of a contract with you
To manage payments, fees and charges and collect and recover money owed to us	(a) Identity (b) Contact © Financial (d) Transaction © Marketing and	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us) © Necessary to comply with a legal obligation

	Communications	
To provide a method of therapy as part of your service	(a) Identity (b) Contact (c) Technical (d) Sensitive Personal Data	(a) Performance of a contract with you (b) Necessary for our legitimate interests (c) to support your needs
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy policy (b) Asking you to leave a review or take a survey	(a) Identity (b) Contact (c) Profile (d) Technical (d) Marketing and Communications	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation © Necessary for our legitimate interests (to keep our records updated and to study how clients use our services)
To administer and protect our business and our website	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To make suggestions and recommendations to you about services that may be of interest to you	(a) Identity (b) Contact (c) Profile (d) Technical	Necessary for our legitimate interests (to develop our services and grow our business)
To notify relevant service providers (such as your GP) where there is a real risk of physical or mental harm	(a) Identity (b) Contact (c) Sensitive Personal Data	Necessary to comply with a legal obligation

#### HOW WE USE PARTICULARLY SENSITIVE PERSONAL INFORMATION



"Special categories" of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information.

We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with your explicit consent.
2. Where it is needed in the public interest, such as for equal opportunities monitoring.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

Do we share information about you with anyone?

There may be times when it is appropriate for us to share your personal data with the following parties for the purposes set out in the table above.

- General Practitioners based in the United Kingdom.
- NHS Trusts based in the United Kingdom.
- Safeguarding Children Boards based in the United Kingdom.
- The courts of England and Wales, the courts of Scotland or the courts of Northern Ireland.
- Professional bodies based in the United Kingdom such as British Psychological Society, Health Care Professionals Council, United Kingdom Council for Psychology, British Association for Counselling and Psychotherapy.
- Service providers acting as processors based in the United Kingdom who provide IT and system administration services.
- Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based in the United Kingdom who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom who require reporting of processing activities in certain circumstances.
- Third parties identified in the section, "**How do we collect your personal data?**"
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

If you are receiving care from other people, we may also need to share relevant information to help us work together for your benefit.

We will not disclose your information to third parties without your express consent unless there are exceptional circumstances such as the health and safety of another person is at risk or where the law requires information to be passed on or unless authorised to do so by a court of competent jurisdiction.



Many of our external third parties are based outside the EEA so their processing of your personal data will involve a transfer of data outside the European Economic Area (**EEA**). Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between Europe and the US.

Other Occasions when we MAY pass on PERSONAL information include:

- Where we need to protect your interests (or someone else's interests).
- To help prevent, detect or prosecute serious crime
- where we are required by an order of any court of competent jurisdiction or any regulatory, judicial, governmental or similar body or any taxation authority of competent jurisdiction;
- When you have expressly consented – e.g. for an insurance medical
- When we are instructed by another agency to assess you or provide you with clinical intervention on their behalf or in partnership with that organisation.

In all cases where we must pass on information, we will only share the minimum amount of information required and where possible data will be anonymised (i.e. does not identify you personally). Anyone who receives information from us also has a legal duty to keep it confidential.

We will always try and obtain your consent wherever possible and inform you if your information is to be shared.

We will only give information to your relatives, friends and carers if you want us to and have given your permission or if, as your parent, they have the right to the information.

How we keep your information SAFE

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We protect your information in the following ways:

**Training** – All our staff are trained to understand their duty of confidentiality and their responsibilities regarding the security of patient personal data.

**Access controls** - Any member of staff being given access to our systems will need a username and password.



**Investigation** - If you believe your personal data is being viewed inappropriately we will investigate and report our findings to you. If we find that someone has deliberately accessed records about you without permission or good reason, we will tell you and take action. This can include disciplinary action, or bringing criminal charges.

**Records Management** - All records are stored confidentially in secure locations.

If you feel that there has been a breach of your confidentiality. Please contact the DPO who can provide you with further assistance.

**HOW LONG WILL YOU USE MY PERSONAL DATA FOR?**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Can you see the information we collect about you?

If you are concerned about how your information is used please speak to your counsellor in the first instance.

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

You have the right to:

- **Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no





longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

- **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact the DPO.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

After having viewed your records, if you believe any information is inaccurate or incorrect, please inform us of this in writing.