



## DATA PRIVACY NOTICE

### 1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

### 2. Who are we?

The Administrator of Hurting to Healing is the Data Controller (contact details below). This means it decides how your personal data is processed and for what purposes.

### 3. How do we process your personal data?

Hurting to Healing complies with its obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes: -

- To maintain confidential client notes.
- To administer records of friends and supporters of the Charity.
- To fundraise and promote the interests of the charity;
- To manage our employees and volunteers;
- To maintain our own accounts and records (including the processing of gift aid applications);
- To inform you of news, events, and activities run by Hurting to Healing.

### 4. What is the legal basis for processing your personal data?

- The charity has a legitimate interest in processing personal data relating to clients, former clients, friends and supporters (or those who have regular contact with it in connection with those purposes) provided
  - it relates to the charitable aims and
  - there is no disclosure to a third party without consent, or for an over-riding legal requirement.



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- In addition to this:
  - explicit consent will be gained from the data subject so that we can maintain confidential client records.
  - Consent will also be gained from friends and supporters to enable the dissemination of news, events, activities and process gift aid donations
- Processing is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement

## 5. Sharing your personal data

Your personal data will be treated as strictly confidential and will only be shared within Hurting to Healing for purposes connected with the charity.

We will only share your data with third parties outside of Hurting to Healing with your consent. The only exception to this is detailed in the confidentiality section of the terms and conditions agreed between counselling clients and the Hurting to Healing Counselling Service

If you require further information please contact the Data Controller

## 6. How long do we keep your personal data?

We keep data in accordance with the requirements of our insurance company, HMRC, the British Association for Counselling and Psychotherapy (BACP) and UK Council for Psychotherapy (UKCP).

In relation to:

- Counselling Clients: We retain these records indefinitely in case they may be needed as evidence in legal proceedings. In these circumstances, we would only release them with the express consent of the client or with a court order. You are entitled to have your data removed from our records at any time, upon written request.
- Staff: We retain records for 6 years from the calendar year to which they relate
- Consultants: We retain records for 6 years from the calendar year to which they relate
- Volunteers / Trustees / Supporters: We retain the contact details for 3 years after the last year of contact.
- Sponsors / Donors: We retain records for 6 years where it relates to gift aid declarations.

## 7. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data: -

Seaforth House, 176 Bournemouth Road, Parkstone, Dorset, BH14 9HA

Tel: 01202 732424

[www.hurting2healing.org.uk](http://www.hurting2healing.org.uk)

CIO No: 1172465





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- The right to request a copy of your personal data which Hurting to Healing holds about you;
- The right to request that Hurting to Healing corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for Hurting to Healing to retain such data;
- The right to withdraw your consent to the processing at any time
- The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable) [Only applies where the processing is based on consent or is necessary for the performance of a contract with the data subject and in either case the data controller processes the data by automated means].
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable) [Only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics]
- The right to lodge a complaint with the Information Commissioners Office.

## 8. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

## 9. Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact:

The Administrator; email [info@hurting2healing.org.uk](mailto:info@hurting2healing.org.uk)  
Telephone: 01202 732424  
Post: Seaforth House, 176 Bournemouth Road, Parkstone. BH14 9HY

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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