

Privacy Policy For Affiliate Counsellors

Information collected and how it's used

If you wish to become an affiliate counsellor with Mind Matters Counselling LLP we will need to gather and process the following essential information that we consider vital to allow our organisation to establish a suitable treatment plan for our customers.

The legal basis for collecting and processing data will be through both consent and contractual bases under Article 6.1.a and 6.1.b of GDPR which we deem to be necessary for our organisation to provide a counselling service.

Personal Information

- Name
- Business address
- Business contact number
- Business website
- Home correspondence address if different to the business address
- Email address
- Insurance details
- Accreditation / professional association membership details
- Qualification details
- CV details
- Supervisors name and contact email or telephone
- Therapeutic approach(s)
- Details on your availability
- Details on how you deliver your service and clients you work with (Individuals / Groups etc.)
- Agreed contractual rate of pay
- We also need other information such as your bank details so that we can pay for the services you provide (if this is part of the contractual arrangements between us).

What do we use it for?

- To help plan services for our customers
- For maintaining records
- To prevent and detect crime
- To protect you and other people
- To collate statistical information
- To account for our decisions and investigate complaints
- To respond to any enquiries you make

What is consent?

You have a right to withdraw your consent at any time and can do this by contacting us by:

email us at admin@mindmatterscounselling.org.uk

visit our website and complete our online form

call us on 0121 368 0083

write to us at Mind Matters Counselling LLP, Suite 5, Tower House Business Centre, Fishergate, York, YO10 4UA

How do we keep your data safe?

We recognise that the information you provide may be of a sensitive nature and your

confidentiality will be respected at all times. We will store confidential information securely and control who has access to it.

We want to make sure that your data are stored and transferred in a way which is secure. We will therefore only transfer data outside of the European Union (EU) (i.e. the Member States of the European Union, together with Norway, Iceland and Liechtenstein) where it is compliant with data protection legislation and the means of transfer provides adequate safeguards in relation to your data, for example:

- by way of data transfer agreement, incorporating the current standard contractual clauses adopted by the European Commission for the transfer of personal data by data controllers in the EU to data controllers and processors in jurisdictions without adequate data protection laws; or
- by signing up to the EU-U.S. Privacy Shield Framework for the transfer of personal data from entities in the EU to entities in the United States of America or any equivalent agreement in respect of other jurisdictions; or
- transferring your data to a country where there has been a finding of adequacy by the European Commission in respect of that country's levels of data protection via its legislation; or
- where it is necessary for the conclusion or performance of a contract between ourselves and a third party and the transfer is in your interests for the purposes of that contract (for example, if we need to transfer data outside the EU in order to meet our obligations under that contract if you are a client of ours); or
- where you have consented to the data transfer

How do we share your information?

We will be the sole owners of this information and this will only be used for the purpose of keeping accurate records and allocating clients with regards to providing a counselling service to our customers. We will hold your data securely under Regulatory Data Protection Laws.

To provide the service to you we need to share some of your personal data with other third parties, this is for

- To allow administration tasks
- Where required to provide a treatment plan for our customers.
- In anonymised form as part of statistics data to assist organisations to improve and develop services
- To comply with legal obligations.
- Where you have given your consent to share information with third parties.

We will only share your information with third parties that we use on a limited basis following due diligence and in accordance with our internal procedures.

How do we deal with corrections?

If you believe information we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will endeavour to resolve those concerns.

email us at admin@mindmatterscounselling.org.uk

visit our website and complete our online form

call us on 0121 368 0083

write to us at Mind Matters Counselling LLP, Suite 5, Tower House Business Centre, Fishergate, York, YO10 4UA

How we deal with complaints and concerns raised?

Should a complaint or concern be raised about your services then Mind Matters Counselling LLP will keep accurate and factual notes. Any complaint or concern will be brought to your attention by the assigned Case Manager so that we can investigate the issue. To find out more about our complaints procedure please contact us by:

email us at admin@mindmatterscounselling.org.uk

visit our website and complete our online form

call us on 0121 368 0083

write to us at Mind Matters Counselling LLP, Suite 5, Tower House Business Centre, Fishergate, York, YO10 4UA

If you are not happy with the way we have been processing your personal data or have not dealt with one of your rights correctly when you have asked us to you may lodge a complaint with the Information Commissioners Office (ICO). The ICO has several ways in which you can get in touch with them, including post, email, and online forms. To find out how click here.

How to access your information and what are your rights?

You have various rights in relation to how we process your personal data.

- You can access the personal data we keep about you and be given specific information about the processing.
- You can ask us to update inaccurate personal data we hold about you.
- You can ask us to delete your personal data but only when specific grounds apply.
- You can ask us to restrict the processing of your personal data, for example if you are contesting the accuracy of it.

• You can object to the processing of your personal data if you do not agree with our legitimate interest grounds and for direct marketing purposes.

• You can transfer your personal data from us to another service provider but only when certain grounds apply.

• Your details will be deleted with the exception of a few details to ensure we do not contact you again in the future if you have asked to be removed from our Affiliates Register.

• If we have not had any contact with you within 5 years your details will be removed from our Affiliates Register.

We do not undertake any automated decision-making, including profiling.

Should you wish to access these rights please contact us by

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Do I have a right to be forgotten?

Under the General Data Protection Regulation you have a right to be forgotten unless we need to keep your data, for example, to comply with a legal obligation. If you wish to have your personal information deleted, please complete our online form and we will take reasonable steps to delete your information as soon as possible, unless there are specific reasons that we need to keep it.