



PRIVACY, GDPR AND YOU

What information about you, do we collect?

When you have been referred into our service, we ask for your name, age, address, email (if you have one), phone number and what school/college you go to and what doctors you visit.



What do we do with your personal information?

Under the new General Data Protection Regulations (GDPR) our service will:

- Keep your information up-to-date
- Store it safely and securely
- We won't collect or keep information about you we don't need
- Make sure your information is protected, so we don't lose it or others can read/save it

We use your personal information to help us provide a good service. We always ask you first if it's ok to email or post something to you and it's ok to say you if don't want anything sent you.



Do we give out your personal information?

No. We would never give your personal details to another service or person without you knowing. We may have to if required by law, without your consent for e.g. If the police request information because of a criminal case. But your personal information is always treated confidentially.



Where do we store your personal information?

Our counselling service keeps all your personal information on a very secure server which is run by a trusted business, who also treat your personal information under GDPR laws and they have their own privacy notes similar to this.

Your personal information we hold is kept securely on our computer system and our staff can only access their own files, use passwords and encrypt emails when needed.

We only keep your personal information for as long as we need to and once we delete it is all erased and disposed of securely.



It's YOUR personal data!!

You can always ask to see what personal information we have about you.

- You can ask to update any information that may change e.g. Address or phone number.
- You can ask that your personal information is erased, this will not affect the support you are offered.
- You can change your mind at any time about your personal information for as long as we have it.
- We will always ask your consent to share information when needed and appropriate.
- The only information we share is outcomes of your support and information that is not personal or that you can be identified by. We share this so we can improve our services and let the people that fund us know how our service is doing.

The places we share this type of information to at the moment are



If you do want to erase or look at what personal information we have about you please let us know by asking our Chief Officer on the following admin@n-compass.org.uk or 01772 280030