

[MLCounselling Service] Privacy Policy

Our contact details

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The type of personal information we collect

We currently collect and process the following information:

Personal identifiers, contacts and characteristics (for example, name and contact details such as)

- Your Name
- DOB
- Address
- Email
- Mobile Number
- Next of Kin
- GP's name and telephone contact

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Gathering your information is to support identification.
- To ensure that we can manage, support and reduce risk.
- Ensure that we can inform your GP or Next of Kin of concerns
- To ensure that we can support your needs.

[If applicable] We may also receive personal information indirectly, from the following sources in the following scenarios:

- Occupational Health
- Your GP

We use the information that you have given us in order to.

- Support your initial assessment to ensure that MLCounselling can meet your needs.

We may share this information with.

- MLCounselling will never share your information with others external organizations unless you have agreed to this.
- If we agree that your information will only be shared with you or. Referring agencies who are responsible for covering the cost of your therapy.
- GP
- Next of Kin

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are.

- (a) Your consent.**
- (b) You can remove your consent at any time. You can do this by contacting us at Support@mlcounselling.com**

How we store your personal information

- Your information is securely stored within a secure encrypted system on a computer.
- Consent in hard copies are secured in a lockable filing unit.
- We keep your personal information for a period of 6 Months.
- We will then dispose of your information by shredding it, or by wiping/deleting it from an electronic hard drive.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request please contact us at Support@mlcounselling.com by calling 07915961260.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Support@mlcounselling.com by calling 07915961260.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>