



## Information Sheet: FAQs about data held by CCL

**Q: Can I find out what data Community Counselling (CCL) holds about me?**

**A: Yes. As a Data Subject you have the right to be:**

Told whether we are processing information about you; provided with a description of the data, why we are processing it and the sorts of people or organisations we might disclose the information to; and provided with a copy of the data in an intelligible and permanent form.

**Q: How do I obtain information about me?**

**A: You must write to the CCL data controller, asking to see your records.**

You will need to provide your name and address and any other information (e.g. date of birth, proof of address) that could help us find your information.

**Q: Do I need to provide identification?**

**A: Yes.**

To ensure that we only supply information to those who are entitled to receive it, we ask that you provide some means of identification. Acceptable forms are a birth certificate or driving licence. Photocopies are permitted.

**Q: What will I receive?**

**A: You will be given a copy of all the information CCL holds about you**

**Q: What do I do if the data is incorrect?**

**A: You must write telling us what data is incorrect and ask for it to be corrected.**

We must tell you what has been done within 21 days of receiving your request.

**Q: Can I stop you using my information?**

**A: Yes.**

You must write to us informing us that you wish to be removed from the CCL record system. This will result in the termination of counselling.

**Q: How long do you hold on to my information?**

**A: Your information is held by CCL throughout the course of counselling and is then archived for a period of six years after the end of counselling at which point it is destroyed in a confidential manner.**

If you have any further questions, don't hesitate to contact us on:

0844 800 4462 \* [info@community-counselling.org.uk](mailto:info@community-counselling.org.uk) \* [www.community-counselling.org.uk](http://www.community-counselling.org.uk)