PRIVACY NOTICE

Community Counselling (North Yorkshire) Limited ["*CCL*"] is committed to protecting and respecting your privacy. This Privacy Notice explains what information we collect, why we collect it, how we use it, how long we keep it, and your rights.

1. Information We Collect

We may collect personal information including your name, date of birth, address, contact details, GP details, referral information, appointment information, safeguarding information, counselling records and information relating to your physical or mental health.

2. Why We Use Your Information

We use your information to provide counselling, psychotherapy and EMDR services, manage referrals and appointments, maintain clinical records, meet safeguarding responsibilities, comply with legal obligations, and monitor and improve our services.

3. Lawful Basis for Processing

CCL processes personal information in accordance with the UK GDPR, Data Protection Act 2018 and Data (Use and Access) Act 2025. Counselling consent and data protection consent are separate matters.

4. Storage and Security

Information is stored securely using electronic and, where necessary, paper-based systems. Access is restricted to authorised personnel.

5. Communications

We may contact you by telephone, SMS, email or post regarding appointments and service matters.

Reviewed by	S Robling	Date	7th October 2026
CCL Board	13th October 2026	Outcome	Approved

6. Sharing Information

We will not normally share your information without your knowledge unless required for safeguarding, prevention of serious harm, legal obligations, court orders, or where otherwise permitted by law.

7. Service Providers

We use carefully selected providers including Microsoft and BCC Group Limited to support service delivery.

8. International Transfers

We will not transfer personal data outside the UK unless lawful safeguards are in place.

9. Artificial Intelligence

Identifiable client information will not be entered into public or unauthorised AI systems.

10. Retention

Adult client records are normally retained for 8 years after last contact. Records relating to children and young people are generally retained until the individual's 25th birthday.

11. Your Rights

You may have rights of access, rectification, erasure, restriction, objection, data portability and rights relating to automated decision-making.

12. Contact Details

Data Protection Lead (Chief Officer): chiefofficer@community-counselling.org.uk
General enquiries: info@community-counselling.org.uk

You may also complain to the Information Commissioner's Office (ICO) if you are dissatisfied with how your information has been handled.

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