

Counselling Service Privacy Notice

In order to deliver an effective Counselling Service, we need to collect and process certain data about you. This consists of the data you gave when you completed your online registration form, plus a record of appointments, including short notes about each session. All information is held on a secure data base, which is not linked to any of your student records or other University systems, and is deleted after 7 years.

We need information so that we can contact you and so we have a record of your counselling sessions. This helps us provide you with the best possible service. We also keep anonymised statistics in order to understand Service use within the University and College. It is a requirement of the Service that we collect this information.

Only authorised members of the Counselling Service have access to any of your data.

Under what legal basis does the processing of my personal data take place?

The General Data Protection Regulation (GDPR), as enshrined into UK law by the Data Protection Act 2018, provides for a number of different legal bases under which processing of personal data may take place. In this case, the following bases apply:

- **Consent:** We asked for your consent when you completed your online registration form.
- **Performance of a contract:** We need your information to effectively deliver your counselling contract. This is to protect you, to enable us to deliver an efficient service and to comply with the BACP Ethical Framework for the Counselling Professions.

What categories of personal data are used?

The data we collect is to enable us to contact you, and to track Service use in order to ensure we are as accessible as possible. This consists of the following:

- personal details
- staff/student ID number
- education and employment details
- racial and ethnic origin
- religious or other similar beliefs
- disability status and physical & mental health details
- personal mitigating circumstances

Where do we get your personal data from?

From the online registration form.

Who else do we pass this information on to?

Counselling is confidential. We do not pass any of your data onto anyone outside the Service without your explicit consent. The only time we would break this confidentiality is in cases of extreme risk of harm to yourself or someone else.

How long do we keep this information for?

We keep all your electronic records for 7 years after which time they are securely deleted.

What are your rights as a data subject?

As the person whose personal data we are processing, you have certain rights in respect of that personal data. You have the right:

- To withdraw consent. However, if you do this you will no longer be able to use our service.
- To access your personal data that we process.
- To rectify inaccuracies in personal data that we hold about you.
- To request the deletion or removal of your personal data where there is no compelling reason for its continued processing.
- To restrict the processing of your personal data in certain ways.
- To obtain your personal data for reuse.
- To object certain processing of your personal data.
- To complain to the Information Commissioner's Office about the way in which we process your personal data.

For more information on any of this information, please contact the University's Data Protection Officer, Matthew Stephenson, data-protection@bradford.ac.uk, University of Bradford, Richmond Road Bradford BD7 1DP