

No5 Young People (No5) - Privacy Notice – Counselling Services – Children and Young People’s Version

1. Scope

This notice applies to everyone attending counselling at No5.

2. Responsibilities

No5’s Data Controller is responsible for ensuring that everyone who we hold any personal data on gives us their consent (permission) to do so and has sight of this notice.

All people working for No5 and interacting with you are also required to ensure that this notice is brought to your attention. At the start of your counselling you will be asked for your consent (permission) to collect and process your personal data.

3. Fair Processing Notice

No5 will use the personal data we collect from you; your name, contact number email address, post code, school, G.P. to provide a counselling service to you.

To confirm that you consent to No5’s use of your personal data for the above purpose(s) and to give us permission to carry out these actions and activities we need you to sign a Consent Form at the start of your counselling.

You can withdraw your consent at any time by reading our Right to Withdraw Consent Procedure 92017-I. You can ask for this form by contacting No5 on 0118 901 5649.

4. What is Personal Data?

Personal data is:

“any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

This means information about you that can identify you specifically, such as, your name, post code and contact number.

There is also another type of information that is important. This is called “special category data”, and includes the follow:

- Racial origin;
- Ethnic origin;
- Political opinions;
- Religious beliefs;
- Membership to a trade-union;
- Genetic data;
- Biometric data;
- Health data;
- Data concerning a natural person's sex life;
- Sexual orientation
- Other.

To provide a service to you No5 needs to collect and process the following ‘special category data’ about you;

- Ethnic origin, Sex (male or female), Age (date of birth) and Health data. We do this in order to deliver a service that is appropriate to you and to ensure we are serving the local community.

We are required to ask you for specific consent (permission) to collect and process this type of data about you. This consent must be explicitly provided and you will be asked to sign a Consent Form for this purpose at the start of your counselling.

When No5 requests this ‘special category data’ from you, we also need to tell you why we need this information and how we will use it.

5. Why does No5 Young People need to collect and store personal data?

No5 is committed to ensuring that all the personal information about you that we collect and process is appropriate for the purpose(s) we state, and will not cause an invasion of your privacy. We will never share your personal data with third parties until we have received your written consent and agreement about what personal data we share; unless we are required do so by law.

6. How No5 Young People uses your information

No5 will collect, store and use your data according to the requirements of the GDPR at all times and will keep it up-to-date, ensuring its accuracy and will not keep it for longer than it is required. Once your counselling has ended we will store your personal data securely for 6 years as required by our insurance policy. After this time we will dispose of it securely.

We will only ask you for personal data that is needed to provide counselling to you and to monitor our service. We do this so that we can provide a good service and understand how we can improve our services.

We will only use your personal data to contact and inform you about your counselling session(s), to assess your wellbeing and improvements to your mental health.

A more detailed (adult) version of this Privacy Notice is available on request.