



Mersey Counselling and Therapy Centre (MCTC) Privacy Notice

Our Contact Details

Name: Mersey Counselling and Therapy Centre
Address: 3 Dudley Road, Wallasey, CH45 9JP
Phone Number: 0151 639 0400
E-mail: angela@mctcwirral.org.uk
Web: <https://www.mctcwirral.org.uk/>
Data protection contact: Angela O'Connor (Clinical Director)

What Type of Information We Have

We collect and hold the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details of assessees, clients and emergency contacts)
- Clinical information, particularly notes of initial assessment and session note
- Sensitive personal data on race; ethnic origin; religious or philosophical beliefs; health data; sex life; and sexual orientation
- Client correspondence in the form of:
 - Letters/emails to and from involved clinicians or organisations
 - Emails, texts and letters to and from clients

How We Get the Information and Why we Have It

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

- to provide and administer our service
- to be able to contact you with regard to appointments, invoicing etc
- to be able to contact your emergency contact person in case of emergency
- to maintain an ongoing record of your counselling progress
- to comply with the requirements of our professional bodies (BACP or UKCP) to keep accurate and appropriate clinical records

For the same reasons we also sometimes receive and hold personal information from the following sources in the following scenarios:

- Referral letters/emails from other clinicians or organisations involved in your care
- Referral letters/emails from family members or friends (for instance when a family member or friend is concerned about someone or if the person themselves finds it difficult to make initial contact with MCTC)

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is that such processing is necessary for the performance of our contract with you or in order to take steps at your request prior to entering into a contract with us

What We Do with the Information We Have

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

- provide and administer our service
- contact you with regard to appointments, invoicing etc
- contact your emergency contact person in case of emergency
- maintain an ongoing record of your counselling progress
- comply with the requirements of our professional bodies (the British Association for Counselling and Psychotherapy (BACP) <https://www.bacp.co.uk> or the United Kingdom Council for Psychotherapy (UKCP) <https://www.psychotherapy.org.uk> to keep accurate and appropriate clinical records
- contact you with regard to MCTC events and activities including fund raising (you can opt out of this at any time)

We may share this information with:

- other clinicians or organisations involved in your care (with your permission)
- other individuals, clinicians or organisations if we are concerned for your safety

How We Store Your Information

Your information is securely stored. If you finished your therapy before September 2020 your information is stored in handwritten form in locked filing cabinets in a locked office. If you began your therapy in or after September 2020 or if your therapy was in progress at this time, information received from then on will be stored on <https://www.writeupp.com>. This is a secure, encrypted platform for the management and storage of client data.

- Clinical records, personal identifiers, contacts and characteristics and client correspondence are kept for an unlimited period when:
 - they contain reference to any form of sexual assault
 - the client has been a victim of any crime
 - a complaint against MCTC or an MCTC therapist is in process or may arise. In this case, clinical records are kept until the complaint has been finally determined and any steps required to be taken by any regulatory body have been completed
- Except for the above, all adult clinical records, personal identifiers, contacts and characteristics and client correspondence are destroyed after 6 years from the date of the client's final session
- Except for the above, all clinical records, personal identifiers, contacts and characteristics and client correspondence for children and young people under the age of 18 at the time of finishing therapy are destroyed after 6 years from the date of the client's 18th birthday
- After this time, we will then dispose your information by deleting securely from WriteUpp or shredding paper records.
- All records are accessible only to MCTC therapists and, for the purposes of the proper administration of MCTC only, to MCTC administrative staff

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 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 information in certain circumstances.

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

Your right to data portability - You have the right to ask that we transfer the 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.

Please contact us at

angela@mctcwirral.org.uk

0151 639 0400

MCTC, 3 Dudley Road, Wallasey, CH45 9JP

if you wish to make a request.

How to Complain

You can raise a complaint using MCTC's Complaint's Procedure available from the office and on MCTC's website <https://www.mctcwirral.org.uk>

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