

GDPR PRIVACY INFORMATION NOTICE

May 2018 saw changes to UK data privacy laws as the General Data Protection Regulation was introduced across Europe. Stafford & District Bereavement & Loss Support Service (SDBLSS) takes its responsibilities to protect your personal data very seriously. We will only be using your data with your consent or because we require to do so to operate our business. We will only be using it for the purposes for which you have consented. This notice describes how the data is used, processed, shared, stored, and destroyed.

If you have any questions, concerns, or complaints about our use of your data please e-mail sdblss@hotmail.co.uk

THIS PRIVACY INFORMATION NOTICE APPLIES TO:

Clients of SDBLSS.

BROAD NATURE OF DATA COLLECTED AND OUR USE OF THIS DATA:

Your name and contact details.

To enable us to contact you.

Brief notes by counsellors of client sessions.

These are retained in a locked filing cabinet within a locked room.

A record of support you receive.

To enable us to monitor levels of service provision.

HOW WE PROCESS THIS DATA:

Data about individual clients are provided to our bereavement support workers to enable them to contact clients to arrange counselling sessions.

We aggregate data, for example on the number of sessions we provide, or the number of people waiting for services for trustees and funders, but no personal data is disclosed – just total numbers.

SHARING OF DATA:

We never share your personal details with any third party without your expressly given consent – for example, you might agree for us to refer you to another service. An exception to this would only occur in the event of you expressing intent to harm yourself or someone else, in which case your data may be shared with an emergency service, but not without first attempting to discuss it with you.

HOW WE STORE THE DATA:

All data stored on our computer are anonymised, your name and reference number are retained in a password protected file, on a password-protected computer.

RETENTION OF THE DATA:

Manual records are kept for 7 years. All computer records are anonymised.

DESTRUCTION OF THE DATA:

All manual records are destroyed by shredding and computer records are deleted after 7 years.