



Privacy Notice for Aquilis Counselling Services

This **Privacy Notice** sets out how we collect, use and protect any personal information that you provide in respect of using the services of Aquilis Counselling Services (Aquilis). At Aquilis we take your privacy seriously and will only use your personal information to administer and provide the service you or your referrer have requested from us. We do not pass your details to any third party for marketing purposes.

This policy may change from time to time so please ensure that you have read the policy on our website before using our services. This policy is effective from May 2018.

1. What personal information do we collect?

We will collect personal information which is necessary for us to contact you, correctly identify you, and work with the personal nature of the reason you are engaging our services in a way that endeavours to keep you safe. This information is gathered on the basis that it is necessary for us to have as clear an understanding of your history and current situation as possible in order for us to provide the best service that we can.

- Name (Title, First Name, Last Name)
- Date of Birth
- Gender
- Address
- Contact information (phone, email)
- General employment information
- General family information (partners name, children name/age)
- Information related to the reason for the visit which will vary from person to person.

We collect and store special category data (health and personal information related to the reason for your visit) and this information will vary from person to person depending on why you are coming to see us.

2. How we collect the personal information

We collect the personal information from:

- You during the initial telephone conversation and during the initial counselling assessment session when this information will be recorded on the **Assessment Form** and the **CORE data forms**.
- If you are being referred by a 3rd party we will be given your name and contact number, sometimes an address and sometimes the reason for the referral. This may arrive by email, post or telephone conversation.
- Website enquiry service - we will ask you to provide us with your name and contact details. We will only use this information to respond to your enquiry. Please do not provide us with highly personal information in your enquiry

3. Why we require this personal information

The personal information is necessary to enable us to deliver the services you have requested. Under the Data Protection Act (and its subsequent [General Data Protection Regulation](#)) our Lawful Basis for capturing and processing this data is Legitimate Interest.



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4. How we store and process this personal information?

We are committed to ensuring that your privacy is protected and that the information we ask you to provide will be managed securely and will only be used in accordance with this **Privacy Notice**. In processing the personal information we use a variety of systems which include:

Paper Records

From your initial contact your information is recorded on paper in a log book to enable us to control the booking of appointments effectively. At the initial meeting your personal information will be recorded on paper and this together with any notes made during the counselling sessions will be held securely for a period of up to 7 years. The paper records are then disposed of in the NHS confidential waste.

Computer Records

Aquilis uses CORE PC (Clinical Outcomes in Routine Evaluations) which is a computer system used to evaluate the effectiveness of the service and benchmark against other counselling services. Information is entered under a reference number and includes age/gender/ethnicity/medications/type of therapy/presenting issue etc and scores for wellbeing, functioning, risk, etc. No name, address or identifiable personal information is entered. CORE PC is accessed via two desktop computers (owned and managed by the hospital) by the Aquilis Data Processor and Data Manager and the system is password protected and subject to hospital controlled backup and management.

Aquilis also maintains a table of names/entry into the service/allocated counsellor for ease of managing records and accessing closed files should clients ever require us to do so and this table is held on a hospital desktop computer and is only accessed by the Aquilis Data Manager.

Aquilis may also use your email address to contact you if:

- We have received an email from you.
- If we have been unable to return your communication by telephone.
- If you have emailed us to make contact.
- If we have agreed to send information to you.

You will not get unsolicited emails from us.

Telephone Records

Your first name/known name and contact number(s) may be sent by text message between Aquilis counsellors to arrange appointments/cancel appointments to ensure the quickest responses for you. When you have been allocated a counsellor they may store your name and contact number on paper or in their mobile phone in case of emergency and to ease booking of appointments. This will be deleted within one month of your counselling ending.

5. Who do we share personal information with?

Your personal information will not be shared outside of Aquilis other than to an Aquilis appointed counsellor or counselling supervisor for the purposes of safe case management subject to the undermentioned exceptions:

- If you are at serious risk of harm to yourself or others (vital interest).
- There is risk of abuse to a patient/minor (safeguarding).
- You are involved in terrorism/drug trafficking/fraud against the trust/stealing drugs from the trust.
- It is required by law.
- You give your consent.

If you are a patient of a Portsmouth Hospitals Trust (PHT) department your name, address and date of birth may be emailed to or from the referring department in the original referral, in the request for hospital transport to be arranged if necessary, or in the request for extended sessions. If you are a patient of PHT and your counseling is funded by the department, your initials may be used on the invoice together with the date you attend the initial assessment session. Thereafter, a reference number only will be used against the dates in order for payment to be received.



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If you are referred by an external agency which uses email referrals, the referral will be via nhs.net which is a secure electronic system. The external agency will need to know the dates/number of sessions you attended in order to agree payment. Your initials will, therefore, be included in the invoices.

6. Controlling your personal information

The [General Data Protection Regulation](#) (GDPR) gives you certain rights in relation to the personal information we hold about you:

- You can access a copy of the personal information we hold about you (Subject Access Request). Requests should generally be complied with within 30 days free of charge.
- You can rectify any inaccurate or incomplete personal information.
- You have the right to object to our processing of your personal information
- You can ask us to delete or restrict how we use your personal information but this right is determined by applicable law.
- You also have a right to withdraw your consent to records being kept although this could make our work together unsafe or prohibitive given the nature of the work.

You can exercise the above rights by contacting us at:

Aquilis Counselling Services, Oasis, Queen Alexandra Hospital, Southwick Hill Road, Cosham, Hampshire, PO6 3LY

Or email us at: aquiliscounsellingservices@gmail.com

Or telephone us on: **02392 283636**.

7. How you can make a complaint

If you believe there has been a data breach please contact the Data Controller (Maggie Tarpey) immediately so we can investigate if however you think we are not processing your personal data appropriately then you can register a formal complaint by contacting the Information Commissioners Office at <https://ico.org.uk/for-organisations/report-a-breach/>.

8. How we use Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Our website does not use cookies.

9. Links to other websites

Our website may contain links to other websites of interest. We do not pass any personal data to such websites and once you have used these links to leave our website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this **Privacy Notice**. You should exercise caution and look at the privacy statement applicable to the website in question.

10. Data controller and questions about this Privacy Notice

The Data Controller responsible in respect of this **Privacy Notice** is Maggie Tarpey (see [ICO Data Protection Public Register](#)) and she can be contacted by either:

- Write to us at the following address and provide your name, address, phone number and email address:
Aquilis Counselling Services, Oasis, Queen Alexandra Hospital, Southwick Hill Road, Cosham, Hampshire, PO6 3LY
- Email us at: aquiliscounsellingservices@gmail.com
- Phone us on: **02392 283636**.

Please contact us with any feedback you have on this **Privacy Notice** so that we can make it as simple and easy to understand as possible.