



Privacy Notice for Aquilis Counselling Services

Aquilis Counselling Services, Oasis , Queen Alexandra Hospital, Southwick Hill Road, Cosham, Hampshire, PO6 3LY Tel: 02392 283636 E-mail: aquiliscounsellingservices@gmail.com

1 October 2021 This Privacy Notice sets out how Aquilis collects, uses and protects any personal information that you provide in respect of using the services of Aquilis Counselling Services (Aquilis).

Aquilis takes your privacy seriously and will only use your personal information to administer and provide the service you or your referrer have requested.

Aquilis does 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 October 2019.

1. What personal information does Aquilis collect?

Occupational Health Administration at Portsmouth Hospitals University NHS Trust will initially collect personal information when you contact Aquilis Counselling Services. This is to enable an Assessment Appointment with Aquilis to be booked for you and is also necessary for Aquilis Counsellors to contact you and correctly identify you when you have your Assessment Appointment.

Aquilis is the clinical team who will work with the personal nature of the reason you are engaging the service in a way that endeavours to keep you safe.

This information is gathered on the basis that it is necessary for Aquilis to have as clear an understanding of your history and current situation as possible in order for Aquilis to provide the best service that it 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.

Aquilis collects and stores 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 Aquilis.

2. How the personal information is collected

Aquilis collects 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, CORE data forms and in a table of names/entry into the service/allocated counsellor which is maintained by the Aquilis Operational Lead in her role as Data Controller.
- If you are being referred by a 3rd party Aquilis 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 - Aquilis will ask you to provide your name and contact details. Aquilis will only use this information to respond to your enquiry. Please do not provide Aquilis with highly personal information in your enquiry.

3. Aquilis requires this personal information

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

4. How Aquilis stores and processes this personal information?

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

Paper Records:

From your initial contact your information may be recorded on paper in a logbook to enable Aquilis to control the booking of appointments effectively.

At the initial assessment meeting your personal information may be recorded on paper and this together with any notes made on paper during the counselling sessions and any additional necessary paper documents/forms will be converted into computer documents when your counselling ends.

This conversion is done either by typing the information into an electronic document or by scanning the documents using the scanner in the public reception area in the Oasis building. The paper records are then disposed of in the NHS confidential waste.

Paper documents are securely stored in locked cabinets which are only accessed by the Aquilis team.

Computer Records

From your initial contact your information may be recorded in an electronic calendar to enable Aquilis to control the booking of appointments effectively

At the initial assessment meeting your personal information may be recorded in an electronic computer document together with any notes made during the counselling sessions.

Aquilis stores electronic documents and records on a secure password protected system which is subject to hospital-controlled backup and management. Electronic documents and records are entered under a reference number and your initials. Electronic documents and records are accessed by the Aquilis counsellors (Data Processors) directly involved in working with you, Aquilis' Operational Lead (Data Controller) and where strictly necessary the relevant Aquilis Clinical Supervisor or Aquilis Clinical Lead.

If you are over 18 at the time counselling ends, documents will be held securely on computer for a period of up to 7 years. For those who are under 18 years of age at the time counselling ends, records will be held securely on computer for a period of up to 7 years from the date of their 18th birthday.

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.

Scores for wellbeing, functioning, risk, etc. from the CORE 34 Questionnaires are entered into a database under a reference number. No name, address or identifiable personal information is entered into this database. CORE PC is accessed by the Aquilis Data Controller and Aquilis Data Processors (OH administrators, Counsellors, relevant supervisors / clinical leads) associated with your case or managing the wider Aquilis CORE database. The database is held within PHU and 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 require us to do so during the period when records are retained. This table is held on the same password protected system and is only accessed by Aquilis Operational Lead in her role as Data Controller.

If you are referred by the Renal Department, Aquilis' Renal Lead also maintains a table of referred names/entry into the service/allocated counsellor for administration purposes. This table is held on the same password protected system and is only accessed by Aquilis' Renal Lead or Aquilis Operational Lead.

Aquilis may use your email address to contact you if:

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

You will not get unsolicited emails from Aquilis.

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 does Aquilis share personal information with?

Your personal information will not be shared outside 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 University NHS Trust 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 Portsmouth Hospitals University NHS Trust and your counselling 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.

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 Aquilis Counselling Services holds about you:

- You can access a copy of the personal information Aquilis holds 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 Aquilis' processing of your personal information.
- You can ask Aquilis 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 the work with your Aquilis Counsellor unsafe or prohibitive given the nature of the work.

You can exercise the above rights by contacting Aquilis 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 (Aquilis Operational Lead) immediately so Aquilis can investigate. If, however you think Aquilis is 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.

Aquilis website does not use cookies.

9. Links to other websites

Aquilis website may contain links to other websites of interest. Aquilis does not pass any personal data to such websites and once you have used these links to leave the Aquilis website, you should note that Aquilis does not have any control over that other website. Therefore, Aquilis 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 Aquilis' Operational Lead who can be contacted by either:

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