

## DATA PROTECTION & PRIVACY POLICY

### Data Protection & Privacy Policy 2021:

The Children's Consultancy Ltd collects and uses certain types of information about individuals who we come into contact with the organisation. We are aware of the importance of handling data safely and securely and we have robust systems in place to ensure this happens.

The Children's Consultancy Ltd is registered with the Information Commissioner's Office and abides by the principles set out in the General Data Protection Regulation May 2018.

### How do we collect information from you?

We collect information when either you, Social Care or Health contacts us to use our services or make an enquiry about our services. The information we collect about you might include the following:

- Your names and (your children's names, including date of birth).
- Your address and postcode.
- Your email address and telephone numbers.
- Specific information that relates to yourself and your child to inform us on the work we do.
- Data from the outcome measurements.

### How will we use the data about you?

We may use the information;

1. To inform us on the work we undertake with you (and your children).
2. To send you reviews and reports on the work we do.
3. To share with our statutory agencies involved with your child.
4. To notify you about any changes to our business or website.
5. To send you communications which you have requested.
6. To send anonymised data from the outcome measures to a third party.

7. Information and bi yearly newsletter that maybe of interest to you. This may include information about new courses or projects we are offering.

You can opt out of 6. by notifying us by contacting us by telephone or writing (including email).

### **We safeguard this information by:**

Securing the information in a manner

- The Children's Consultancy Ltd opens a file at the time of referral and copies of consultations and any correspondence are kept as hard copies and on the computer. All computer files are backed up and secured. Paper files are stored in locked cabinets and the offices are locked and alarmed whenever they are empty.
- A record of therapy contracts is also held in a secure central file.
- All training courses include a course evaluation with data from the evaluation fed back to the commissioning agent and taken into account by ourselves for course development

### **Who has access to your information?**

Access is limited only to those team members who need your details to provide the service to you. We not sell or rent your information to third parties and we will not share your information with third parties for marketing purposes.

Whilst we take appropriate measures, both technical and organisational to safeguard your personal data you and Social Care provide us, we cannot guarantee that transmissions over the internet are totally secure, however all reports we send out to you will be password protected PDF's. Transfer between us and statutory agencies will be via a secure email Egress system.

### **Transfer of your information outside Europe?**

We do not transfer information outside the United Kingdom.

### **Retention of Information:**

We will hold your personal information on our systems for as long as it is necessary to fulfill the purpose for which it is obtained. From time to time we will ask you to confirm whether you wish to remain on our mailing this. But you can opt out at any time by notifying us directly\*.

### **How do I opt out?**

You have a choice about whether or not you wish to receive information from us. We will not make contact with you unless you have opted in. If you no longer want to receive direct communications from us, then you can change your preferences or completely unsubscribe by:

\*Email: [admin@theconsultancy.info](mailto:admin@theconsultancy.info) or call 01392 362700 and we will aim to process your request within 7 days.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. If you have not consented to receive newsletters, we may still contact you in relation to on-going work with us where that is necessary to fulfil that service to you. We will respond to your request to modify or delete information within 28 days.

**Your rights:**

Your right to be forgotten and access. You are legally entitled to access, modify, correct, revoke your consent and delete any data we hold relating to you and that you have the legal right to forbid this data being presented to any third parties. You have the right to ask for a copy of the information The Children's Consultancy Ltd holds about you at any time. Please use the contact details below if you would like to receive a copy. The accuracy of your information is also important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [admin@theconsultancy.info](mailto:admin@theconsultancy.info) or you can telephone 01393 362700.

**Links to other websites:**

This Privacy Policy applies solely to information and data collected by us. Our website may contain links to other websites run by other organisations over which we have no control, so we encourage you to read the privacy statements on the other websites you visit. We are not responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you were referred to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

**Those aged 18 or under:**

We are concerned to protect the privacy of children aged 18 or under. If you are aged 18 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information. This policy will be reviewed regularly and updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the current Data Protection Act.

A handwritten signature in black ink that reads "Chris West" followed by a stylized flourish.

**Sally Hebler & Chris West, Directors | The Children's Consultancy Ltd**