



Revival - Wiltshire RASAC  
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## **REVIVAL – WILTSHIRE RASAC**

### **PRIVACY - Your Personal Information and Rights**

Revival – Wiltshire RASAC is committed to protecting your privacy. We believe that this commitment forms the basis of trust between us. We are committed to being transparent about why we need your personal data and what we do with it. This information is set out in this privacy notice. It also outlines your rights when it comes to your data and how you can find out more.

#### **Privacy Detail**

To provide safe and professional services, we need to process data about users of our services. Processing can mean collecting, recording, organising, storing, sharing or destroying data. This means we write down, store on our systems and use the personal data you provide to us.

We may also store basic details, such as your contact details, that are provided to us by someone putting you in contact with us. Where another professional is making a formal referral to us, this information may provide more detailed health/social care information about you. This might include both your mental and physical health data.

- We believe it is in our interest to process this personal data and that, on balance, this interest does not override your interests or fundamental rights and freedoms. If you ever want us to review this assessment (use your right to object to processing based on legitimate interests) please let us know.

We are processing any personal information you or another professional tells us about your health, or about any other Special Category Personal Data, because we need it to provide our confidential counselling, advice or support.

- We can do this because we believe it is covered by Condition 17 (Counselling) of Schedule 1, Part 2 of the Data Protection Act 2018.

## **Your Rights**

You have a number of rights when it comes to your personal information. For example, you can ask us for a copy of your personal information. In most cases we will provide this to you. You can use any of the [following rights](#): the right of access; to rectification; to erasure; to restrict processing; to data portability; to object; rights in relation to automated decision making and profiling.

Please click [here](#) to email the Centre Director to discuss what you want to access.

## **Sharing information with third parties**

In general, no information will be shared with a third party outside Revival – Wiltshire RASAC, without your prior consent. This will include not disclosing that you are using our services. The main exceptions to this are:

- when the law requires us to do so
- when we have serious concerns that you or another person may be at risk of harm
- when we need to comply with other safeguarding requirements
- when our counsellors need to seek professional consultation through their professional supervisors about their therapeutic work

We recognise you may feel there are other times when sharing information about you in relation to your health care or other services you are receiving, or wish to access, will be in your best interests. You must authorise us to liaise with other professionals.

## **Security and data retention**

We will keep your information safe from unauthorised access, unlawful processing, accidental loss, destruction or damage. We will retain your information for 7 years from the date of your last contact or as required following a case-by-case review. At the end of this retention period your data will be destroyed securely.

## **Feedback or concerns**

We welcome feedback on how we are performing - contact our Centre Director [here](#) or in writing at PO Box 4157, Trowbridge, Wiltshire BA14 4AW: give your correspondence a heading: Data Protection Feedback or, if you feel we are not processing your information fairly and lawfully, you can report a concern to the Information Commissioners Office. <https://ico.org.uk/concerns/>