

PRIVACY NOTICE – SURVIVORS SUPPORT

Supporting you with care, respect and transparency

Who We Are

Survivors Support provides trauma-informed counselling, workplace wellbeing services, training and specialist support. We are committed to protecting your privacy and handling your personal information safely, respectfully and in accordance with UK data protection law.

What Information We Collect

- Contact information including name, address, telephone number and email address.
- Referral and appointment information.
- Emergency contact details.
- Relevant background information needed to provide safe services.
- Sensitive information relating to health, wellbeing, trauma, abuse or safeguarding where appropriate.

How We Collect Information

Through referrals, enquiry forms, telephone calls, emails, website forms, counselling sessions, professional referrals and online systems.

How We Use Your Information

To deliver services, arrange appointments, maintain records, respond to enquiries, meet safeguarding responsibilities, comply with legal and professional requirements, improve services and process payments.

Digital Systems and Technology

We may use secure email services, cloud-based storage, client management systems, online booking systems, video conferencing platforms, secure document storage and payment processing systems. Providers are expected to meet appropriate security standards.

Payments

We may process bank transfer information, invoices and payment confirmations. Future payment methods will be selected with data protection and security in mind.

Confidentiality

Counselling information is confidential except where there is a serious risk of harm, safeguarding concerns, legal obligations or court orders.

Sharing Information

We do not sell personal information. Information is shared only where consent is given, safeguarding requires it, the law requires it, or professional obligations apply.

Retention

Information is retained only for as long as necessary and in line with legal, professional and financial requirements.

Your Rights

You have rights to access, correct, restrict, object to and, where appropriate, request deletion of your information, and to complain to the ICO.

Contact

Survivors Support

Website: survivors-support.co.uk