

## Privacy Statement

**Effective Date: 2<sup>nd</sup> April 2025**

### 1. Introduction

Relationships Sussex is committed to protecting the privacy and security of your personal information. This Privacy Statement explains how we collect, use, store, and safeguard your data in compliance with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and the UK Data Protection Act 2018.

Relationships Sussex is registered as a data controller with the Information Commissioner's Office (ICO) under registration number **Z9815253**. Further details can be found on the [ICO website](#).

### 2. Information We Collect

We collect and process personal information to provide our services effectively. The types of data we collect include:

- **Information You Provide Directly:** When you subscribe to our website, register for an event, attend a workshop, make an enquiry, donate, fundraise, provide feedback, apply for a job, volunteer, or receive counselling services.
- **Information Collected Indirectly:** IP addresses, location data from our website searches, and interactions on our social media platforms (Facebook, Instagram, LinkedIn) as permitted by your privacy settings.
- **Sensitive Data:** We may collect special category data (e.g., sexual orientation, racial or ethnic origin, religious or political opinions, health data) for service provision and with your explicit consent.

### 3. Relate Clients and Case Notes

For Relate clients, confidentiality is a fundamental principle. Previously, client case notes were stored as hard copies in locked cabinets. To enhance security, we now store case notes digitally on encrypted software. Access is strictly controlled and limited to authorised personnel through a secure user rights system, ensuring client-counsellor confidentiality at all times.

### 4. How We Use Your Personal Information

We use your data for the following lawful purposes:

- To provide counselling and relationship support services.
- To process donations and claim Gift Aid where applicable.
- To manage event registrations and workshop participation.
- To respond to enquiries, feedback, and complaints.

- To maintain accurate administrative and financial records.
- To ensure safety where there is a risk of harm or abuse.
- To conduct research, surveys, and improve service delivery.

We will only process your personal data when we have a lawful basis to do so, such as fulfilling a contract, obtaining your consent, or complying with a legal obligation.

## **5. Data Retention**

We retain your personal data only for as long as necessary for the purpose for which it was collected. In some cases, data may be retained for up to seven years to meet legal and regulatory obligations. For financial transactions, we retain data for up to six years for tax and accounting purposes.

## **6. Data Sharing and Security**

We do not sell, trade, or rent your personal information. However, we may share data in the following circumstances:

- **Third-Party Service Providers:** We use trusted partners (e.g., We use Zanda to process bookings) to support service delivery.
- **Legal Obligations:** We may disclose data if required by law, such as assisting in a criminal investigation or safeguarding someone at risk of serious harm.

We implement strict security measures, including end-to-end encryption for online forms, secure storage of financial transactions, and PCI compliance for payment processing. Our web servers are located in the UK and Ireland, and all personal data is stored in compliance with UK and EU regulations.

## **7. Your Rights and Managing Your Data**

Under GDPR, you have the following rights:

- Access your personal data.
- Request correction or deletion of your data.
- Restrict or object to data processing.
- Withdraw consent where applicable.

To exercise these rights, contact us at **reception@relationshipsussex** or write to:

### **Data Protection Officer**

Relationships Sussex, 1-2 Gleneagles court, Brighton Road, Crawley, RH10 6AD

## **8. Updates to This Privacy Statement**

We may update this Privacy Statement to reflect changes in legislation or our practices. The latest version will always be available on our [website](#).

## **9. Use of recording devices in counselling sessions**

Please note that we do not allow recording on any type of device during counselling sessions.

Whilst we do not permit any recordings of our sessions, either online or in person, please feel free to make any notes of importance during the session if this will be useful to you

For further details or to access our Subject Access Request (SAR) policy please contact us directly.

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For any concerns regarding your data, please reach out to our Data Protection Officer using the contact details above. Your privacy is our priority.