# Privacy Notice

Your privacy is very important to us, and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given. We adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

This privacy notice tells you what Fight or Flight Club will do with your personal information from initial point of contact through to after your therapy has ended, including:

• Why we can process your information and what purpose we are processing it for

• Whether you have to provide it to us

• How long we store it for

• Whether there are other recipients of your personal information

• Your data protection rights.

## Our lawful basis for holding and using your personal information:

The GDPR states that we, as an organisation, must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which we are processing your data. These are explained below:

If you have had therapy with the Fight or Flight Club and it has now ended, we will use legitimate interest as our lawful basis for holding and using your personal information.

If you are currently having therapy or if you are in contact with Fight or Flight Club to consider therapy, we will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that we look after any sensitive personal information that you may disclose to counsellors appropriately. This type of information is called ‘special category personal information’. The lawful basis for Fight or Flight Club processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, a contract between Fight or Flight Club, our counsellors and you).

## How Fight or Flight Club uses your information:

## Initial contact –

When you contact us with an enquiry about our counselling services, we will collect information to help us satisfy your enquiry. This will include information such as your name, address, contact details as well as emergency contact details, and your reason for referral to our services. Only contact information and emergency contact information will be stored at this point.

Alternatively, your GP or other health professional may send us your details when making a referral or a parent or trusted individual may give us your details when making an enquiry on your behalf. If you decide not to proceed, we will ensure all your personal data is deleted within 30 days. If you would like us to delete this information sooner, just let us know.

## While you are accessing counselling –

Rest assured that everything you discuss with our counsellors is confidential. That confidentiality will only be broken if criteria outlined in the counselling contract is met. Counsellors will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

Counsellors will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely in a locked cabinet and are not shared with any third party.

Counsellors will keep written notes of each session, these are kept in a locked cabinet. Any email correspondence will be deleted after it is read if it is not important. If necessary, relevant information from emails will be noted and kept in a locked cabinet.

## After counselling has ended –

Once counselling has ended your records will be kept for 3 months from the end of our contact with each other and are then securely destroyed. If you want us to delete your information sooner than this, please tell us.

## Your Rights:

You have a right to ask us to delete your personal information, to limit how we use your personal information, or to stop processing your personal information.

You also have a right to ask for a copy of any information that is held about you and to object to the use of your personal data in some circumstances.

You can read more about your rights at ico.org.uk/your-data-matters.

If I do hold information about you we will:

• give you a description of it and where it came from;

• tell you why we are holding it, tell you how long we will store your data and how we made this decision;

• tell you who it could be disclosed to;

• let you have a copy of the information in an intelligible form.

You can also ask us at any time to correct any mistakes there may be in the personal information I hold about you. To make a request for any personal information I may hold about you, please put the request in writing addressing it to Fight or Flight Club, Cluny Court, John Smith Business Park, Chapelton Drive, KY2 6QJ or info@fightorflightclub.co.uk

If you have any complaint about how we handle your personal data, please do not hesitate to get in touch with us by writing or emailing info@fightorflightclub.co.uk. We would welcome any suggestions for improving our data protection procedures. If you want to make a formal complaint about the way we have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

### Visitors to our website

When someone visits our website, we use a third-party service, GoDaddy to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. We do not make, and do not allow GoDaddy to make, any attempt to find out the identities of those visiting my website. We use legitimate interests as our lawful basis for holding and using your personal information in this way when you visit our website.

If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to us.