



St Mary's
University
Twickenham
London

PRIVACY NOTICE FOR COUNSELLING SERVICE

St Mary's University is registered with the Information Commissioner's Office as a Data Controller and is committed to protecting the rights of individuals in line with Data Protection legislation. This Privacy Notice is intended to set out what information we collect about you, purpose of collecting the data, the lawful basis of this collection, and how your data will be used. It also sets out your rights under the General Data Protection Regulation and the Data Protection Act 2018.

1. What information do we collect about you?

The University Counselling Service holds data provided by you at registration with the service, at the initial assessment appointment and at subsequent appointments. Our records include;

- Personal identifiers and biographical information (e.g., your student number and your date of birth)
- Contact details (e.g., your address, email and telephone numbers)
- Sensitive personal data (e.g., why you are seeking support, details of a disability, details of support you have had in the past and notes written by counsellors following sessions or after other contacts with us)
- Information about your personal circumstances as covered by the initial assessment appointment
- Study related information (e.g., course, level of study, campus)
- Your GP details and details of others with whom you have given us consent to liaise.

2. How will your information be used?

The Counselling Service primarily uses your data to offer appropriate support to you, including

- Establishing appointment times suitable to your requirements
- Recording the work as an aide memoire for counsellors, recording progress and outcomes of the counselling process, preparing for supervision of work and professional accountability.
- Ensuring we are meeting our safeguarding requirements
- Monitoring of anonymised data to identify trends and allocate resources appropriately.

3. What is our lawful basis for processing your personal data?

There is more than one legal basis for the use of your information. A brief explanation of each legal basis is noted below:-

Consent – on specific occasions we will only process certain data if you consent.

Performance of Contract to Provide Counselling – we will process your data to enable us to meet our commitment to you to providing a counselling service.

Processing of a Legitimate Interest – of the University over the interests of the data subject (e.g. when we record concern expressed by a third party)

Vital Interest – in the event of significant concerns for your immediate wellbeing we may contact others who may be in a position to support you.

Public task – in order to perform the specific task of safeguarding residents, staff and other third parties on our sites

Legal obligation – under the Equality Act 2010 we are obliged to consider reasonable adjustments and offer support on the grounds of health and disability

We will only collect and process your personal information where:

- We consider that processing is necessary for the purposes of the legitimate interests of the University in delivering appropriate support;
- Processing may also be necessary to protect your or another person's vital interests;
- Each counselling client will be asked to give specific or, where necessary explicit consent for their personal information to be processed.

4. Who your personal information is shared with?

For the purposes set out in the Privacy Notice we may share some of your personal data with certain third parties once we have gained your explicit consent through our Consent to Liaise Form;

- GP and other relevant medical professionals
- Others identified on the Consent to Liaise Form

5. Referrals to partner providers

To ensure you access the most appropriate counselling support, we may refer you to a partner counselling provider. To complete your referral we will share information that you have provided as part of your self-referral form. Following the referral, our partner provider organisation will contact you directly for further information and to arrange appointments.

6. Transfers to third countries and safeguards in place

Your personal data will not be transferred outside of the European Economic Area.

8. How long will your information be held?

The University Counselling Service will retain your personal data for a period of 7 years after your last year of contact with the Service.

9. What are your Rights?

Under Data Protection Legislation you have the following rights:

- to request access to, and copies of, the personal data that we hold about you;
- to request that we cease processing your personal data;
- to request that we do not send you any marketing communications;
- to request us to correct the personal data we hold about you if it is incorrect;
- to request that we erase your personal data;
- to request that we restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal);

- to receive from us the personal data you have provided to us, in a reasonable format specified by you, to another data controller;
- to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights and freedoms.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply. Any requests or objections should be made in writing to the University's Data Protection Officer whose contact details are below.

10. Contact details of the Data Protection Officer and Complaints

The Data Protection Officer is responsible for advising the University on compliance with Data Protection legislation and monitoring its performance against it. If you have any concerns regarding the way in which the University is processing your personal data, please contact the Data Protection Officer at:

Data Protection Officer St
 Mary's University
 Waldegrave Road TW1 4SX

Email: gdpr@stmarys.ac.uk

If you still remain dissatisfied, then you have the right to apply directly to the Information Commissioner's Office (ICO) for a decision. The ICO can be contacted at:

Information Commissioner's Office,
 Wycliffe House,
 Water Lane,
 Wilmslow Cheshire
 SK9 5AF

Telephone: 0303 123 1113 Website:

www.ico.org.uk

CONSENT

I consent to the University processing my personal data for the purposes detailed above. I have read and understand how my personal data will be used.

Signed:

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Date:

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