

PRIVACY NOTICE

Introduction

The Aisling Centre respects the trust you place in us when you share information with us as you engage in any of the activities and services we offer. In this notice, we explain how we collect personal information, why we collect it and how you can interact with us about it.

We try to keep this notice as simple as possible but if you want more detail on any of the information here, we ask you to get in touch using the contact details in this Notice.

1 WHO WE ARE

The Aisling Centre is a registered charity (registered with the Charity Commission for NI – NIC 101096) and a company limited by guarantee (registration no. NI 27011). It is managed by a voluntary Board of Directors who are supported by a team of staff and volunteers.

In this notice, ‘we’, ‘us’ and ‘our’ refers to The Aisling Centre.

2 DATA PROTECTION ADMINISTRATOR

Our Data Protection Administrator oversees how we collect, use, share and protect your information to ensure your rights are fulfilled. Our Data Protection Administrator is the Clinical Co-ordinator, John Bennett. You can contact our Data Protection Administrator at jbennett@theaislingcentre.com or by phone on 028 6632 5811 or by writing to Data Protection Administrator, The Aisling Centre, 37 Darling Street, Enniskillen, BT74 7DP.

3 HOW WE COLLECT INFORMATION

We may collect the following personal and sensitive information about you

Information you give to us. You may give us information about you by filling in forms or by corresponding with us by phone, email, in writing or otherwise. This includes but is not limited to information you provide when you make a referral, register for a course, seek advice or information. It may include your name, address, email address and other contact information, date of birth as well as other personal information.

Information we collect about you. We may collect information about your health, history and general circumstances and other information considered relevant to the purpose of your contact with us. We also collect information through CCTV footage.

Information we receive from other sources. We may receive information about you from other services and agencies eg. GPs, NHS services and community/voluntary sector organisations and others. This will normally relate to the reason for your referral. We may combine this information with other information given by you and collected about you.

Information from counselling sessions. Counsellors / therapists make notes of counselling / therapy sessions for good professional practice and to help ensure good client care.

4 HOW WE KEEP YOUR INFORMATION SAFE

Looking after your information is something we take very seriously. We have put systems and practices in place, technical and organisational to protect the personal information we have about you from inappropriate access, use, destruction and loss. We strive to ensure our building, files and computers are kept secure.

It is important to note that communication using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

5 WHY WE HOLD INFORMATION AND HOW WE USE IT

We use information held about you:

- To contact you in relation to the services or information you request
- To assist you access services most appropriate to your needs including onward referrals
- To help ensure the safety and welfare of any person we have a concern for
- To obtain your feedback and evaluate our services
- To meet our regulatory and legal responsibilities
- To meet our responsibilities to funders
- To recognise trends and respond to emerging needs

6 DISCLOSURE OF YOUR INFORMATION

We will never share your personal information with organisations so that they can contact you for any marketing activities.

We may share your information if required to do so by law (eg. through a subpoena or in the case of criminal activity).

We may share some information if there is concern for the safety and welfare of any person.

We may share your information gathered through CCTV in the case of criminal activity.

7 HOW LONG WE KEEP YOUR INFORMATION

We do not hold your information for any longer than necessary. Counselling, psychotherapy session notes are retained for 7 years and then securely destroyed. Play Therapy notes are retained for 7 years after the child turns 18. CCTV images are retained for a maximum of 31

days. Data retention time may be extended if required for evidential purposes or access request consideration.

8 YOUR PERSONAL INFORMATION RIGHTS

You have rights in respect of the personal information we hold about you. They include:

- **Access to your personal information:** you can ask us for a copy of the personal information we hold. You can ask us about how we collect, share and use your personal information.
- **Updating and correcting personal data / information:** you can ask us in writing or verbally to correct any inaccurate information we hold about you.
- **Removing consent:** you can change your mind where you have previously given us consent, such as for using your sensitive information.
- **Restricting and objecting:** you may have the right to restrict or object to us using your personal information.
- **Deleting your information (your ‘right to be forgotten’):** you may ask us to delete your personal information.

If you contact us to ask us about your information, we may ask you to identify yourself. This is to help protect your information.

9 MAKING A COMPLAINT

If you have a complaint about the use of your personal information, please speak to a member of staff giving us the opportunity to put things right as quickly as possible. If you wish to make a complaint you may do so in person, by phone, in writing or by email. We will treat every complaint seriously and investigate it fully. Our Data Information Administrator will respond to your complaint and keep you informed as we resolve your complaint quickly.

10 UPDATES TO THIS NOTICE

We will make changes to this notice from time to time, particularly when we change how we use your information, how we collect your information or how we store your information. We will also make changes from time to time to ensure it complies with legislation and guidance issued by the Information Commissioner’s Office.

The date of last update of this privacy notice can be found at the bottom of each page.

You can learn about Data Protection law by visiting the website of the Information Commissioner’s Office at <https://ico.org.uk/>