



Alternatives

Counselling & Listening Rooms

PRIVACY POLICY

INTRODUCTION

In accordance with the UK General Data Protection Regulation (GDPR), 2018, Alternatives Dundee aim to process all personal data fairly and in a transparent manner.

The following lawful basis for processing as set out in Article 6 of the GDPR, applies whenever Alternatives processes personal data:

(a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.

(d) Vital interests: the processing is necessary to protect someone from harm.

The privacy and security of our service users is important to us. This privacy policy explains how we use the information we collect about you, how you can instruct us if you prefer to limit the use of that information, and the procedures that we have in place to safeguard your privacy.

Our privacy policy relates only to information that we obtain from you or a referring agency. If you visit a website operated by a third party through a link included on the websites, your information might be used differently by the operator of the linked website.

THE INFORMATION WE COLLECT AND KEEP

The type of information we may collect about you includes:

- Your name and address;
- Your phone number and/ or e-mail address;
- Details about the services you specifically request;
- Your gender and date of birth;
- An emergency contact number
- Your GP name and number
- Brief notes following each session

If you are referred to the youth support team, we will collect the following:

- The name of your school or college if applicable.
- Any other services you are known to and why
- Name and contact details of your referrer
- Reason for referral and areas of support
- If you are under 16, a parent/ guardian name and signature of consent.



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HOW WE USE THE INFORMATION

We will not collect or store any other sensitive information about you without your explicit consent.

The information you provide to us will be processed for the following reasons:

- To be able to contact you to set up appointments
- To set up a support contract between you and your counsellor
- To gather anonymous statistics for funders and end of year reports
- To comply with safeguarding procedures, we would always notify you if we need to share your personal details with one in order to keep you or someone else safe.

Any information that we collect about you are stored on paper in our securely hosted digital system.

HOW WE PROTECT YOUR INFORMATION

We will keep your personal information confidential except to the extent that we are compelled to disclose it by law (for example where safeguarding or a crime is involved.) To comply with the general Data Protection Regulation 2018 we follow strict security procedures for storing data.

The personal information that we hold will be held securely to ensure no unauthorised disclosure or access. The internet is not a secure medium. We have put in place various security measures, but you are advised to treat the internet as an insecure medium in all of your communications with us.

Normally all information is destroyed securely after seven years.

The only exceptions are records detailing a known offence against a child or vulnerable adult (See Recording & sharing of information Policy).

UPDATING YOUR DETAILS

If any of the information that you have provided to us when you first requested support from us changes, for example if you change your email address, please contact us. If the data we hold is incorrect, you have the right to have this immediately updated.

YOUR CONSENT

By giving us your information you consent to the use of that information as set out in this policy. If we change this privacy policy, we will post the changes to you using the means of contact you requested from us.

GENERAL

Should you wish to obtain a copy of the personal data that we hold on you, please contact us by post at Alternatives, Dundee Voluntary Action, 10 Constitution Road, Dundee, DD1 1LL or send an e-mail



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to info@alternativesdundee.co.uk. As soon as we are satisfied as to your identity, we will send to you a copy of all the data that we hold concerning you.

If you have a complaint regarding any breach of this privacy policy, please contact us at info@alternativesdundee.co.uk. When we receive the complaint, we will review it and ensure that we are in compliance with our privacy policy and all applicable laws. We will contact you to inform you of the results of our review of your complaint.

Our complaints policy is available to view on our website.