

CONFIDENTIALITY AGREEMENT & PRIVACY STATEMENT

September 2023

We need to hold some of your personal information to be able to provide you with a service¹.

What we do with your information

The information you give us will be kept confidential within our organisation² and this is the responsibility of the Manager. We ask our clients for feedback in a questionnaire on the services they receive. Information from client work may be used anonymously to improve our service to clients, for learning, assessment, research or publicity purposes and to evidence our work to potential and existing funders.

Who we share it with

We do not disclose this information to other individuals or external agencies without your permission unless we are legally obliged to. We only break confidentiality if:

- We have concerns about the safety of a child or vulnerable adult.
- Something is said that suggests either you or your (ex)partner have benefited from the proceeds of crime (under the Proceeds of Crime Act 2002 and/or relevant money laundering regulations)
- There is violence or a threat of violence during or after a session where the counsellor, client, or other party feels it is necessary to call the police, or where a counsellor is witness to an incident which results in criminal proceedings against a client.
- A disclosure is made relating to a serious crime, or if we have serious concerns about your own safety as we may have a duty to report this to the appropriate authorities.

How Long we keep client records

We keep records for a minimum of 3 years and in some cases 7 years if this is a requirement of a professional body. After this time, your data will be disposed of securely. Please ask if you wish to know how long your personal data will be kept. If there is a child protection issue related to your case we are legally obliged to keep your case notes forever.

Your rights

You have a right to access the personal data that we hold about you³. If you wish to raise a concern about the way we hold your data, please contact the Manager (info@argyllcouplecounselling.org, 0300 111 0031) who will investigate the matter. If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO)

¹ We hold your data in your legitimate interest

² Under the Data Protection Act 2018 & the UK-General Data Protection Regulation 2020

³ Relationships Scotland National Policy of Client Access to Information