

## 121 Youth Counselling managed by Hart Voluntary Action Limited

### Privacy Notice

#### Introduction

The processing of your personal data for 121 Youth Counselling is carried out by Hart Voluntary Action Limited (HVA). HVA is a registered charity in England & Wales No: 1119912. HVA is registered with the Information Commissioner's Office (ICO) for the United Kingdom and the Channel Islands, registration number Z2108957.

We respect your privacy and are committed to maintaining the security of your personal information. This notice outlines how and why we collect and use personal data. We want to ensure you are informed and in control of your personal data.

Please be assured that we will never sell your personal data, and will only ever share it with third parties where we have your permission to do or where it is required under Duty of Care.

#### Questions

If you have any questions about how your data is used, you can contact the Chief Executive of HVA directly, by contacting [ceo@hartvolaction.org.uk](mailto:ceo@hartvolaction.org.uk) or calling 01252 815652.

#### What data we collect

The personal data we collect is: name, e-mail address, postal address; telephone number(s), gender, date of birth, health condition, GP practice, school / education establishment attending, employment status whether f/t p/t, in work or NEET and referral route ie. name of school, GP practice, hospital consultant, CAMHS.

By contacting 121 Youth Counselling and giving all or part of the above information, it is understood that you consent to HVA storing your/your child's personal information.

#### How we use this information

We will use your information to contact you about general management and administration of your/your child's counselling sessions and compliance with Duty of Care and Health and Safety.

#### Anonymised data

We aggregate and anonymise personal data so that it can no longer be linked to any particular individual. This is used for the delivery of the 121 Youth Counselling service as well as for monitoring and evaluation purposes.

### **How do we protect personal information?**

HVA uses a secure server to store and/or record personal information provided by you for its own purposes and access to personal information is limited to appropriate HVA staff and protected by passwords. No personal information is stored at any of the venues where counselling takes place. We also take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for as required by law.

### **Withdrawing consent**

You can change or withdraw your consent for us to hold or to use your/your child's personal data for the purposes set out above by contacting [admin@hartvolaction.org.uk](mailto:admin@hartvolaction.org.uk). Please be aware that by withdrawing consent your consent, any counselling under 121 Youth Counselling will have to be terminated.

### **Right of access**

You have the right to ask for a copy of the personal information we hold about you and to have any inaccuracies in your personal details corrected.

### **Changes to personal details**

If your personal details change, please help us to keep your information up to date by notifying us in writing to [admin@hartvolaction.org.uk](mailto:admin@hartvolaction.org.uk).

We reserve the right to amend this privacy notice so please do check back from time to time. If we do so, we will post notice of the change on our website and make every effort to inform you of any material changes to the notice.

### **Complaints**

If you have any complaints about how your data is used, you can contact the Chief Executive of HVA directly, by contacting [ceo@hartvolaction.org.uk](mailto:ceo@hartvolaction.org.uk) or calling 01252 815652.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at [www.ico.org.uk](http://www.ico.org.uk).

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