

# “Privacy notice: ALM Counselling.”

ALM counselling customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

### Telephone

07940033255

### Email

[Alm.counselling@outlook.com](mailto:Alm.counselling@outlook.com)

## What information we collect, use, and why

We collect or use the following information **for safeguarding or public protection reasons**:

- Name, address and contact details
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)

We also collect the following special category information **for safeguarding or public protection reasons**. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information **to comply with legal requirements**:

- Name
- Contact information
- Any other personal information required to comply with legal obligations
- Safeguarding information

# Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **for safeguarding or public protection reasons** are:

- Consent - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All your data protection rights may apply, except the right to portability. Our legitimate interests are:
- I must collect client contact info including next of kin names and telephone numbers, GP surgery and ask if the clients have medical conditions or are on medication. This is to safeguard myself, and clients in case they pose a risk to themselves or the public.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Contract – we must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- Legal obligation – we must collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All your data protection rights may apply, except the right to object and the right to portability.

## Where we get personal information from

- Directly from you
- Other health and care providers
- Charities or voluntary sector organisations
- Insurance companies
- I can also receive personal client details through private EAP companies when a client has been assigned, and work undertaken from mental health charity’s.

## How long we keep information

Seven years.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

## Who we share information with Others

### we share personal information with

- Other health providers (and consultants)
- Charities and voluntary organisations
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Data processors (an organisation that handles personal information on your behalf as part of a service they provide to you).

## Duty of confidentiality

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses)
- we have a legal requirement (including court orders) to collect, share or use the data.
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime)
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied; or
- If in Scotland – we have the authority to share provided by the Chief Medical Officer for Scotland, the Chief Executive of NHS Scotland, the [Public Benefit and Privacy Panel for Health and Social Care](#) or other similar governance and scrutiny process.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

