



Service User Privacy Notice

Section Title	
What is this privacy notice?	<p>This Data Privacy Notice describes the categories of personal data Relate Leicestershire Ltd process and for what purposes. Relate Leicestershire Ltd is committed to collecting and using such data fairly and in accordance with the requirements of the UK Data Protection Act 2018 (DPA 2018) and UK General Data Protection Regulations (GDPR).</p> <p>This Privacy Notice applies to clients, parents/guardians of clients of the public who will contact Relate Leicestershire Ltd.</p> <p>Relate Leicestershire Ltd are part of the Relate Federation, where we operate as our own legal entity and, as such, are also an independent data controller in most circumstances. There are situations where we may share personal data with the central Relate National charity, these are described further in the sections below.</p>
Who we are	<p>Relate Leicestershire Ltd is a registered charity with the Charity Commission for England & Wales; charity number 1103070.</p> <p>The Data Controller is Relate Leicestershire Ltd.</p> <p>Being a small charity, we are not required to appoint a Data Protection Officer.</p>
The data we may process	<p>The majority of the personal information we hold, is provided to us directly by clients, parents or legal guardians.</p> <p>In the case of clients, data may also be provided by third parties, such as referral partners.</p> <p>We may collect the following personal information:</p> <ul style="list-style-type: none">• Personal contact details such as name, title, address, telephone numbers and personal email address - so that we can contact you.• Date of birth - so that we can ensure our services are provided age appropriately and to act as a security identifier.• Gender – so that we can address individuals correctly and accommodate for any specific needs.• Emergency contact information - so that we are able to contact someone in the event of an emergency.• Race or ethnic origin - so that we can make suitable arrangements based on clients or employees’ cultural needs.• Health records - so that we can make suitable arrangements based on clients medical needs. <p>Our clients case records including any case notes are captured and maintained in our case management system. These records are jointly controlled by Relate Leicestershire Ltd and the Relate National registered charity.</p>
The lawful	We comply with our obligations under the GDPR UK and DPA 2018 by keeping

<p>basis we process your data by</p>	<p>personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.</p> <p>In most cases the lawful basis for processing will be through the performance of a contract for personal data of our clients and employees.</p> <p>We use personal data for the following purposes:</p> <ul style="list-style-type: none"> • Provide you with information, products or services you've requested or that we feel might be of interest to you. • Process one-off or regular donations and to claim Gift Aid. • Respond to direct requests where you contact us with a query - we will use your personal information to respond. • Carry out general administrative tasks like dealing with complaints and feedback, essential record-keeping. • Transact: we will use your personal information to take payments from you when processing orders and payments for goods and services. • Keep you safe: in the event that we reasonably think you (or someone else) is at risk of serious harm or abuse. • Conduct polls, surveys and market research: we may invite you to take part so that we can improve our website, services and/or strategic development. • Monitoring and evaluation: we use your personal information to inform and develop our service delivery. <p>We use personal sensitive (special) data for the following purposes:</p> <ul style="list-style-type: none"> • for the protection of a person's health and safety whilst in the care of Relate Leicestershire Ltd. • to respect a person's religious beliefs with regards to activities and holidays. • for equal opportunity monitoring and reporting.
<p>Our retention periods</p>	<p>We will keep certain types of information for different periods of time in line with our retention policy. This period will be no longer than 7 years.</p>
<p>Sharing your information</p>	<p>We will only share your data with third parties outside of the organisation where there is a legitimate reason to do so.</p> <p>Some of our services are NHS commissioned service and we will make you aware of this. Please be aware that some of the data you share with our service, for example your demographics will be submitted to the national Mental Health Services Data Set (MHSDS). You can find out more about the Mental Health Data Set by visiting https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-sets/mental-health-services-data-set#summary.</p> <p>Some of our services are commissioned by schools and we will make you aware of this. Relate Leicestershire Ltd is responsible for determining the purposes for which and manner in which it will process the personal data after receipt of referring information from the School. Accordingly, the Relate Leicestershire acknowledges that it will be acting as a controller in respect of the personal data and will be responsible for</p>

	<p>compliance with the Data Protection Legislation in respect of its processing of the personal data.</p> <p>We may share your personal information with others outside of Relate Leicestershire Ltd where we need to meet a legal obligation. This may include Relate Leicestershire Ltd’s insurance supplier, local authority services and law enforcement. We will only share your personal information to the extent needed for those purposes.</p> <p>There are situations where we may share personal data with the central Relate National charity, these are described further in the sections below.</p> <ul style="list-style-type: none"> ✚ Safeguarding referrals ✚ Complaint Handling ✚ Relate Counsellors helpline consultations ✚ Relate Counsellor Supervision ✚ Relate Supervisor Consultation ✚ IT support for provided technology platforms. <p>We will never sell your personal information to any third party.</p> <p>Where personal data is shared with third parties, we will seek assurances that your personal data will be kept confidential and that the third party fully complies with the GDPR and DPA 2018.</p>
How we store your personal data	<p>We generally store personal information in the following ways:</p> <p>Case Management System - is the online Case Management System, this system is used for the collection and storage of client personal data.</p> <p>Other digital system –Athena Software Company.</p> <p>Some paper records for counselling notes and data protection statements may be captured as part of our services. This will be handled securely. We will minimise the use of paper to only what is required.</p>
Further processing	<p>If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.</p>
How we provide this privacy notice	<p>A link to this website page is provided to those whose data is being processed by us. Privacy Policy & Cookies Relate - Leicester, Leicestershire & Rutland (relateleicestershire.org.uk)</p> <p>A printed version is also available on request.</p>
Your rights	<p>As a Data Subject, you have the right to object to how we process your personal data. You also have the right to access, correct, sometimes delete and restrict the personal information we use. In addition, you have a right to complain to us and to the Information Commissioner’s Office (www.ico.org.uk).</p> <p>Unless subject to an exemption under the GDPR and DPA 2018, you have the following rights with respect to your personal data:</p>

	<ul style="list-style-type: none"> • The right to be informed – you have a right to know how your data will be used by us. • The right to access your personal data – you can ask us to share with you the data we have about you. This is a Data Subject Access Request. • The right to rectification – this just means you can update your data if it's inaccurate or if something is missing. • The right to erasure – this means that you have the right to request that we delete any personal data we have about you. • The right to restrict processing – if you think that we are not processing your data in line with this privacy notice then you have the right to restrict any further use of that data until the issue is resolved. • The right to data portability – this means that if you ask us, we will have to share your data with you in a way that can be read digitally – such as a pdf. This makes it easier to share information with others. • The right to object – you can object to the ways your data is being used. • Rights in relation to automated decision making and profiling – this protects you in cases where decision are being made about you based entirely on automated processes rather than a human input, it's highly unlikely that this will be used by us.
Website Cookies	It is possible that we may gather information regarding your computer for our services. This collection of data is used for statistical analysis about our website for use by us or our advertisers. Any information shared will not identify who you are, but rather be mathematical data about our visitors and their use on our site. The data does not give out any personal details.
Who to contact	If you have any queries relating to this Privacy Notice or our use of your personal data, please contact us by Melissa White (Head of Services) melissa.white@rllr.org.uk ;
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