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**Online counselling Service**

**Privacy Notice**

This notice explains how the Online Service collects and uses personal information.

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| **Who we are** | | | | |
| The Online Counselling Service (OCS) is part of the University of the Highland and Islands Student Support Service. We are committed to protecting your personal information in accordance with the laws concerning data protection and personal information. This privacy notice explains how personal information relating to the counselling service is processed and used by the college.  The Data Controller of the information being collected is Data Protection Officer, University of the Highlands and Islands. Phone: 07766 366765.  We will publish any changes we make to this notice on our website at:  <https://www.uhi.ac.uk/en/students/support/getting-help-at-uhi/counselling/> | | | | |
| **Information we collect** | | | | |
| At first contact   * Your name, UHI / personal email address.   At your assessment appointment   * Your personal details: student status, academic department / level, gender, DOB & age. * Information to facilitate the therapeutic work, including, reasons you contacted OCS, presenting issue(s), background information, past/present coping, relevant medical history, GP details, social support and therapeutic aim. * You will be asked to complete, both at the start and end of therapy, a CORE -34 form and a Warwick Edinburgh Mental Wellbeing Scale. * A signed contract with OCS. * Your signature may be used as verification for any future request for information from OCS.   At ongoing appointments   * Brief case notes are kept to summarise the sessional work. This will summarise key facts to help the counsellors to remember what you discussed and to record any risk concerns. * You will also be invited to complete a CORE-34 assessment questionnaire which may be repeated periodically throughout your therapeutic journey. | | | | |
| **Why we collect this information** | | | | |
| OCS collects and uses your personal information to provide and operate a counselling service.  Our legal basis for processing your personal information is we have a contract. | | | | |
| **Disclosing your information** | | | | |
| OCS does not routinely share your personal information with any third parties without your explicit consent, however if your counsellor is concerned that you or  someone else might be in danger of significant risk of harm, they may pass on  information in order to keep you or other/s safe from harm.  With your permission, we may share your personal information with other services such as Student Services, your PAT and/or your GP.  Counsellors are bound by the [*Ethical Framework for the Counselling Professions*](https://www.bacp.co.uk/media/3103/bacp-ethical-framework-for-the-counselling-professions-2018.pdf) from the British Association for Counselling & Psychotherapy (BACP) July 2018. | | | | |
| **How long your information is kept** | | | | |
| Records are normally kept until 5 years after the last counselling session and destroyed by shredding, however clients can request that notes are destroyed as soon as they finish counselling. | | | | |
| **Your rights** | | | | |
| You have rights to obtain a copy of your personal information by contacting the  counselling service in writing and to ask us to correct inaccurate or incomplete  information  Under certain circumstances you also have rights to restrict the way we use your  personal information, to object to the way we use your personal information, to  erase your personal information or to provide you with a portable electronic copy of  your personal information  If you have any questions about the way the OCS handles your personal information or your rights under privacy laws, you can contact us in the following ways: | | | | |
|  | Mental Health Lead Practitioner  University of the Highlands and Islands  Telephone: 01738 877716  Email: [allie.scott@uhi.ac.uk](mailto:allie.scott@uhi.ac.uk) |  | Data Protection Officer  University of the Highlands and Islands  Telephone: 07766 366765  Email: [James.Nock@uhi.ac.uk](mailto:James.Nock@uhi.ac.uk) |  |
| If you are dissatisfied with the way your personal information has been handled, you have the right to lodge a complaint with the Information Commissioner. The Information Commissioner’s Office can be contacted via their website at [www.ico.org.uk/concerns/](http://www.ico.org.uk/concerns/) | | | | |