



## **Family Counselling Trust Privacy Notice Children, Young People and Families**

### **Background**

Family Counselling Trust is committed to ensuring your personal information is protected. This privacy notice describes how Family Counselling Trust, the data controller, collects, uses and protects information relating to children, young people and families who have been referred to us.

### **How we collect your information**

We receive personal information through referral forms received directly from family members, GPs, schools, health care professionals, or other voluntary or professional bodies. We may also collect information during the course of your involvement with us.

### **The type of information we hold**

This information may include name, address, date of birth, contact telephone numbers, email address, income band, and personal sensitive information such as medical history.

### **How we use your information**

We use your information to determine how the Family Counselling Trust can support the request for counselling services. This information is processed for the lawful reason of fulfilling the contract between us in relation to our services.

### **Who we will share your information with**

Family Counselling Trust will share personal information with our Family Liaison Officer, relevant practitioner, and limited members of the trust as necessary.

We will not share personal information with any other organisation unless there is a legal or regulatory requirement to do so.

### **Storing your information**

Your personal information will be stored on personal systems owned by our Family Liaison Officers and limited members of the FCT.

### **Retention**

We retain information while we are providing our services and we retain this information for up to 7 years after we have stopped providing our services when it will be destroyed.

### **How you can access your information**

You have the right to request access to the information we hold about you. To make a request for your personal information, please contact the relevant county lead listed further below.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress;
- have inaccurate personal data rectified;
- request your information to be deleted or destroyed and if we can we will but sometimes we must maintain some records for legal reasons.

### **Your Rights**

If you are not happy *with* how we are using your information or how we have responded to your request, you have the right to complain to the Information Commissioner's Office at [www.ico.org.co.uk](http://www.ico.org.co.uk).

### **How we will tell you about future changes to this privacy notice**

Any changes we make to our privacy notice will be put on our website. Please check for updates from time to time so you are always fully aware of what information is collected and how it is used.

### **How to contact us**

If you have any questions or concerns about our use of your personal information please email for:

Dorset: Eliza Modzelewska at [elizamodzelewska@gmail.com](mailto:elizamodzelewska@gmail.com)  
Hampshire: Peter Currie at [apncurrie@icloud.com](mailto:apncurrie@icloud.com)  
Somerset: Claire Davey at [fctsomerset@gmail.com](mailto:fctsomerset@gmail.com)  
Wiltshire: Cyndy Walker at [fctwflora@outlook.com](mailto:fctwflora@outlook.com)