



PRIVACY POLICY

Who is collecting data?

Directors of A Time 2 Talk (AT2T).

AT2T is a Community Interest Company No. 10516057

What data do we collect?

First name and surname

Current address

Contact telephone numbers

Date of birth

Emergency contact details

What is the legal basis for processing the data?

None, we do not hold any personal data electronically. We use your personal data to identify you whilst you are accessing counselling with AT2T. All information is held on paper and locked securely in a storage container. This data is never left unattended.

Will the data be shared with any third parties?

Yes, but only with your consent and in connection with the counselling sessions i.e. your GP, an organisation that has been discussed with you, who we feel may be able to support you.

How will the information be used?

During the period of time that you access counselling with AT2T.

How long will the data be stored for?

All details other than your name and date of birth will be made ineligible following your last appointment with your counsellor. All other information will be destroyed after 7 full years following your last appointment.

Example last appointment 3rd August 2017 date information to be destroyed 4th August 2024.

How to raise a complaint?

Please contact AT2T in the first instance to discuss your complaint. If you are unhappy with our response or if you need any advice you should contact the Information Commissioner's Office (ICO) Helpline 0303 123 1113 or visit their website <https://ico.org.uk/make-a-complaint/>
