



PRIVACY POLICY 2021

Introduction

Next Step Psychotherapy & Wellbeing (NSPW) is an emotional and therapeutic service providing support to children as well as parents and vulnerable adults.

1. Purpose of the Policy

Next Step Psychotherapy & Wellbeing (NSPW) is an emotional and therapeutic service providing support to children as well as parents and vulnerable adults. This policy is intended to protect children and young people who receive any service. This policy shall apply to all staff, managers, trustees, directors, volunteers, students, or anyone working on behalf of NSPW. How we use that personal information, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time to ensure that it is compliant with the law. Please check the policy date to ensure that you are reading the correct version. By using our services and accessing our website, you are agreeing to be bound by this policy.

Any questions regarding this policy and our privacy practices should be sent to NSPW at 54 Front Street, Monkseaton, NE25 9AF.

2. How do we collect information?

We obtain information about you when you engage with ourselves, for example as a client, as a member, as a worker or volunteer, or partner. Furthermore, when entering a commercial contract with NSPW, we will collect information in order to ensure contract obligations of both parties are met.

3. What type of information is collected?

The personal information we collect might include your name, address, email address, sensitive information regarding your mental or physical wellbeing, third parties including family members or medical practitioners, bank details for contractors and key personnel within those contracts. This is not an exhaustive list and what personal information we collect is dependent upon the service you are engaging with.

4. Purpose of the Policy

We may use your information to:

- Enable us to provide a care, support, information and/ or advice service to you.
- Seek your views or comments on the services.
- Process orders/invoices.
- Carry out our obligations arising from any contracts entered by both parties.
- Notify you of changes to our services.
- Inform you of activities/services within NSPW if opted in too.
- Process a job or volunteer application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long

as is necessary for the relevant activity, for example to fulfil any legislative or regulatory obligation, or as long as is set out in any relevant contract you hold with us.

5. Who has access to this information?

NSPW makes the following commitment to you:

- We will provide access to your information only to those who need this information in order to provide a relevant service to you.
- We will not sell or rent your information to ANY third parties.
- We will not share your information with third parties for marketing purposes.
- We will only share information with third parties as a requirement of the service provided, where there may be a safeguarding issue or where we are legally bound to do so.

THIRD PARTIES WHERE NEEDED

We work closely with various third-party providers such as health professionals, social services, Health and Social Care Trusts or the Health Service Executive to ensure we provide a range of quality and reliable services designed to meet the needs of our clients. The relevant third-party provider will use your details to provide NSPW with information and carry out both our and their obligations to you when using the services.

We may transfer your personal information to a third party as part of any business restructuring or reorganisation, or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of individuals. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected and you are informed of this.

6. Who has access to this information?

NSPW makes the following commitment to you:

- We will provide access to your information only to those who need this information in order to provide a relevant service to you.
- We will not sell or rent your information to ANY third parties.
- We will not share your information with third parties for marketing purposes.

7. How can you access and update your information?

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please notify responsible staff who will update this.

A responsible staff member is generally the person you contact or speak to when dealing with the relevant matter. You have the right to ask for a copy of the information NSPW holds about you. This is known as a Subject Access Request and we will aim to provide the relevant data to you within one month of receipt. This may be extended by up to two further months where requests are complex or numerous. If this is the case, we will inform you within one month of the receipt of the request and explain why the extension is necessary.

8. Security precautions in place to protect the loss, misuse, or alternation of your information.

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information is securely filed, and we apply software to our information and communications systems to prevent unauthorised access to your information.

9. Children 16 and under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, and we need to get consent from you to use your personal

information, our staff member will advise how this will be done. In some circumstances, and always for children under the age of 13, we may need to get your parent/ guardian's permission beforehand whenever you provide us with personal information.

10. Review of Policy

This policy was last updated on September 2021.