

SCHOOL COUNSELLING SERVICE PRIVACY NOTICE

FOR STUDENTS 10 - 12 YEARS OLD

Important

Your school has arranged for me to provide you with counselling or support. I am employed by the Catholic Children's Society (Westminster) (**CCSW**), which is the organisation that gives counselling and support to the students at your school through its ConnectEd service.

It is important that we can have honest conversations about you, other people and your feelings. What we discuss is confidential and I will ensure my notes of our sessions are kept safe. We will not share what you tell me other than for the reason I explain below.

The law protects your information and gives you special rights.

If you have any questions about this document or your information, please let me know. Otherwise, you are welcome to contact Rosemary Keenan at CCSW on 020 8969 5305.

The information we keep about you

We hold the following information about you

- Your name, birthday, form/year group, school, home address, telephone number, email address, information about your family members or carers.
- People like your teachers, doctors and social workers who look after you and your family.
- Information shared by you or others (such as your school) when you receive counselling or support. This may include sensitive information about you.

The information which we hold comes from you, your family, your school and other people who look after you or your family.

What we do with your information

We may use your information for the purposes below:

- Providing you with counselling or support
- Organising our service in your school
- Making sure that we obey the law
- Taking steps to protect you or anyone else from being hurt
- Responding to complaints or legal proceedings

We make sure we obey the laws about how we use your information. We only use your information when we need to provide you with confidential counselling or support, organise

our service, protect you or someone else from harm, obey the law and to keep records about the service we provide.

We do not need your agreement to use or hold your information.

Who we share your information with

We may need to share your information:

- With people like teachers, doctors and social workers who look after you and your family.
- With your school in order to ensure that you are protected from harm and / or your wellbeing is protected.
- The organisations which make sure that our counsellors look after students safely and properly.
- When we are worried that you or someone else may be hurt, we may need to tell the police, a doctor or other people whose job it is to keep you and your family safe.
- When we need to obey the law, such as when a court requires us to share information in a court case.
- With people like lawyers or computer engineers when we need help with our organisation.

We will always try to speak with you before we share your information with these people.

Communicating with you outside of a meeting room

We may also use on-line services to provide you with counselling and support when it is not possible to arrange a meeting in person. For example, we may use Zoom / Skype for Business / RingCentral. We may also ask for your telephone number and email address and use them to communicate with you by telephone, email or instant messaging services.

Where we use on-line meeting services, you may be able to join the on-line meetings without creating an account. If you wish to create a user account, you may be required to provide your name and contact details for the purposes of setting up a user profile and using this service. As a user, the on-line service will keep information about you such as your account settings, contact details, user preferences, technical information, metadata and approximate location.

Any on-line meeting or messaging service may keep the contents of any on-line chat or messages, or voice mail messages. However, we will not ask for any meeting with you to be recorded or transcribed without your agreement.

Where we are not able to meet with you in person, we will take appropriate steps to ensure that any on-line meeting or other communication with you is secure and confidential. We need you to agree to basic rules for this reason.

How long we keep your information

We keep your information for seven years after the end of our last meeting or until your 21st birthday, whichever is later, unless it is necessary to keep your information for longer. This may be because we are worried that you or someone else may be hurt or there is a court case.

How we protect your information

We make sure that your information is stored safely. When we do need to share your information for any of the reasons above, this is done safely.

Sending your personal information outside of the country

If we speak with you by on-line meeting services (such as Zoom / Skype for Business / RingCentral) or on-line messaging services, your information may be stored by these services somewhere other than the UK. As data protection standards are lower in some countries, we will ensure that protections are put in place to keep your personal information safe.

Your information rights

You have the right to ask for:

- A copy of your information
- Your information to be made right if it is wrong
- Your information to be deleted
- Us to stop using your information

These rights belong to you. Your parents or other adult who looks after you may be able to ask us for these things for you. This will depend on your age, or if you agree that they can ask for you. We will always try to speak with you to make sure that the decision we make is right for you.

You can complain at any time to the Information Commissioner's Office (ICO) if you are worried about the way in which we use your information: www.ico.org.uk.

Changes to this privacy notice

This notice may change. This privacy notice was last updated on 21st April 2020.