

## **TOR SUPPORT SERVICES – CLIENT PRIVACY POLICY**

**Here at Tor Support Services we take your privacy seriously.**

Our Data Compliance Officer is Kirstie Apps  
The Data Controller is Tor Support Services  
Our Data Processors are the joint Coordinators and the Administrator

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

A referral form is completed before you come to see us. On that are your contact details and the reasons you are coming for counselling. If you are aged 13 or under, an adult with parental responsibility has to sign it on your behalf. When you come for your first appointment with a counsellor you will complete a registration form with them. This will be similar but we will also ask some health questions. We will also go into more details as to why you have come for counselling.

### **How we will use your information .....**

We use your contact information to remind you of your counselling appointments or to let you know if your counsellor won't be able to come to your appointment.

### **Confidentiality agreement**

- \* If you are a student of the college we let the attendance officer and child protection officers know that you have come for counselling. If you are in sixth form we let the post 16 administrator know. This is in case you miss part of a lesson so that they know where you are and can inform your teacher. Your teacher will only know that you have an appointment, not what it is for. They also need to know where you are in case of fire.
- \* Counsellors have a Supervisor, they will use your first name only when talking to them and this is to support them in the work they do with you.

When would we break confidentiality? Who might we share your data with .....

- \* If you tell us you are in danger of abuse
- \* If we feel that you could be at risk of suicide
- \* If you tell us that you will hurt someone else

We will do our best to tell you during counselling session that we have to tell someone else. This is likely to be the Child Protection Officer in the college and possibly Social Services and the person who has parent responsibility for you. We will agree what we are going to say and who we are going to say it to. You will be asked to sign what we have agreed to do.

### **How and where your data is kept.....**

Your name and other personal details are kept in paper records in a locked filing cabinet in a locked room.

Counsellors keep a written record of sessions, these are anonymised and kept in a locked filing cabinet in a locked room.

We also keep electronic records, password protected.

Your phone number is kept in our one mobile phone which is also password protected and locked in a filing cabinet overnight. We keep your records for 7 years and then they are destroyed.

You have the right to request in writing to see, amend or ask us to delete your records. We will respond within one month.

### **What legal basis?**

The legal basis for using your data is consent.