

Stepping Stones North Wales Privacy Policy GDPR (General Data Protection Regulations)

Stepping Stones North Wales are committed to protecting and respecting your privacy. Any personal data you provide for the purposes of receiving information on Stepping Stones services, accessing counselling services, communication purposes. Stepping Stones is the Data Controller and is responsible for storing and otherwise processing that data in a fair, lawful, secure, and transparent way.

What personal data we hold on you

You may give us information about you in referral, contracts, and applications, or by filling in forms at an event or online, or by corresponding with us by phone, e-mail or otherwise. This information you provide when you register may include your name, including address, e-mail address, phone number and specific information required to the referral process of counselling and other services.

Why we need your personal data

The reason we need your data is to be able to provide you with a service. Our lawful basis for processing your personal data is that we have a legitimate interest to provide the services you are registering for.

Reasons we need to process your data include:

For funding and reporting purposes

- sharing anonymised data with funding partners/commissioners as a condition of grant funding
- Reporting anonymised information in publications such as the Annual Review.

For contacting and service provision purposes

Contact information will be used to contact you about the service. This may occasionally include any marketing materials which we need your consent for.

Who we share your personal data with

We will not share your data with any outside agency without your permission or request. We do share any information for marketing purposes.

How long we store/hold your personal data

Your data will be held no longer than necessary. We will hold your personal data on file for as long as you are a client at Stepping Stones, plus time to report on information to our funders/commissioners. Our data retention period is 7 years from when you ceased being a client. Any personal data we hold on you will be securely destroyed when no longer needed. Your data is not processed for any further purposes other than those detailed in this policy.

Your rights regarding your personal data

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Stepping Stones North Wales on 01978 352717/07814 358882 or e-mail info@steppingstonesnorthwales.co.uk if you wish to make a request.

If you choose not to share your personal data with us we may not be able to provide some services to you.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Stepping Stones North Wales. Our complaints policy is available on our website, www.steppingstonesnorthwales.co.uk. Telephone **01978 352717/07814 358882** or e-mail info@steppingstonesnorthwales.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>