



PRIVACY NOTICE

This Privacy Notice outlines how YCT will protect and use the information you give us. It applies to the personal information of individuals who interact with YCT as a client or as a supporter or friend of YCT.

The purpose of this privacy notice is to let you know what personal information YCT collects and holds, why this information is collected, how long it will be kept and your rights over your personal data.

YCT is committed to complying with the terms of the General Data Protection Regulation that came in to effect 25th May 2018, and to the responsible and secure use of your personal data.

YCT has a legitimate interest in processing personal data in order to provide counselling services.

YCT is registered with the Information Commissioner's Office (ICO), reference Z2705283.

1. Information about you

1.1 YCT collects personal information from you when you enquire about the counselling services available in order to set up an initial appointment. This information includes contact details, availability and other relevant personal information. Once you finish therapy, all data regarding your counselling is stored securely for 7 years. After 7 years, the information will be destroyed.

1.2 If you enquire about opportunities, courses, workshops, training or events at YCT, YCT will ask you for your contact details and relevant personal information in order to be able to answer the enquiry and keep you informed about any upcoming events and developments that might be of interest to you. YCT does not share email databases with other organisations and businesses. This data is stored securely for as long as you agree to be kept informed of YCT activities.

1.3 YCT collects personal information about staff and contractors including contact details, date of birth, qualifications and accreditations, CV and bank details from staff when they join YCT or are commissioned to deliver work. This information is collected to ensure staff and contractors are suitably qualified to carry out their job requirements, and ensure staff and contractors are paid for work delivered. This information is not shared with any other organisations or businesses.

2. How YCT use your information

2.1 Your personal information will only be used to provide you with YCT services and to give you information relating to YCT services. YCT will not pass on your personal data to third parties without first obtaining your consent, unless there is a legal requirement, a safeguarding issue, or perceived risk of harm. YCT won't do anything with your information that you wouldn't reasonably expect.

2.2 Some of the funding that YCT receives is directly from the NHS and it is a legal requirement for all providers of NHS-funded specialist mental health services to submit data about these services to the Mental Health Services Data Set. Collection of this data is mandated via the Information Standard DCB0011: Mental Health Services Data Set. The information submitted is non-identifiable. Further information can be obtained by emailing DPO@yctsupport.com.

3. Security

3.1 YCT will take all reasonable precautions to prevent the loss, misuse or alteration of information you give us.

3.2 Any communications in connection with this service may be sent by e-mail. For ease of use and compatibility, communications will not be sent in an encrypted form unless you require it and give us permission to communicate with you in that way. E-mail, unless encrypted, is not a fully secure means of communication. Whilst YCT endeavours to keep all systems and communications used protected against viruses and other harmful effects, YCT cannot bear responsibility for all communications being virus-free.

4. Database of Service Users

YCT stores information about service users on a secure data centre which follows Information Security Standard principles which includes ISO27001, Personal Data in the Cloud Security and Cyber Essentials.

5. Your rights

5.1 You are entitled to request access to the personal information that is held by YCT. If you would like to see the information YCT holds about you, or would like to correct, update or delete any records, please email your request to the YCT data protection officer (DPO@yctsupport.com), who will respond within 28 days.

5.2 You can unsubscribe from YCT mailing lists at any time of the day or night by contacting YCT's data protection officer via email and updating your preferences.

5.3 If you have any concerns about YCT's use of your data, please contact the data protection officer (DPO@yctsupport.com). YCT everything possible to ensure that any concerns you have are resolved satisfactorily. If you are not satisfied with the resolution, you may choose to contact the ICO.

6. Websites and Cookies

6.1 This privacy notice does not cover the links within the YCT website linking to other websites or services. Those websites and services are not governed by this Privacy Policy. Any questions relating to how those websites and services use your information will need to be checked in accordance with that service's privacy statement.

6.2 YCT website uses 'cookies', which are text files placed on your computer to collect standard internet log information and visitor information in an anonymous form. The information generated by the cookie about your visit to the website, including your IP address, is transmitted to statcounter.com. This information is only used by YCT to evaluate visitor numbers to the website. The information that is recorded includes the date and time of the visit, IP address, browser and operating system version. No personal information is gathered or recorded.

The information collected helps us provide a better service. However, if you do not want to receive cookies from this website, you can turn off the feature under the privacy settings in your browser without affecting any of the features of this website.