



## Privacy Notice

At Cornerstone, we are committed to protecting and respecting your privacy.

We adhere to the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003.

This privacy notice tells you how, when and why we collect, store and handle your personal data and sets out your rights in relation to your personal data. It also explains the conditions under which we may disclose your personal data to others and how we keep it secure. Please direct any queries relating to this to [enquiries@cornerstone-yateley.org.uk](mailto:enquiries@cornerstone-yateley.org.uk).

1. We collect personal information about you in relation to the service we provide to you. The personal information we collect includes your name, date of birth, home address, email address, telephone number, doctor's details and personal notes.
2. The information is used only by Cornerstone for us to communicate with you and provide personal therapy. If you decide not to proceed we will ensure all your personal data is deleted within one month.
3. Everything that you discuss with your counsellor is confidential. That confidentiality will only be broken under the terms set out in our contract with you. You will always be consulted about this first unless there are safeguarding issues that prevent this.
4. Your personal data and brief written session notes are kept securely in a locked filing cabinet at our premises in Chaddisbrook House. These are not shared with any third party.
5. Your counsellor retains the initial anonymised assessment which is stored securely. Your counsellor will not retain any text messages for more than one week. If there is relevant information contained in the text message, it will be filed with the assessment document; likewise any relevant email correspondence will be printed and kept securely. Emails will be deleted after one week.
6. Once counselling has ended, your records will be kept for 3 years from the end of the contract and then securely destroyed. If you want us to delete your information immediately upon ending, please let your counsellor know.
7. We will not share or sell your information for mailing or marketing purposes with organisations or individuals outside of Cornerstone. We may however disclose your personal information to third parties where;

- We have appointed a third party to perform certain functions on our behalf, where those third parties need to have access to your personal information to properly perform their function.
  - We are under a duty to disclose or share your personal information in order to comply with a legal obligation.
8. You have the right to request a copy of the information we hold about you. You also have the right to object to the use of your personal data in some circumstances (see [ico.org.uk/your-data-matters](https://ico.org.uk/your-data-matters).) If you would like a copy of some or all of your personal information, please email us at the following address:
- [enquiries@cornerstone-yateley.org.uk](mailto:enquiries@cornerstone-yateley.org.uk)
9. We have put into place measures to ensure the security of the personal information that we collect and store about you and will use reasonable endeavours to protect your personal data from unauthorised disclosure and/or access.
10. We keep our privacy notice under regular review. Please contact us if you would like to receive the latest revision. This privacy notice was last updated on 14 April 2020. If you have any questions about our privacy notice or information we hold about you, please email: [enquiries@cornerstone-yateley.org.uk](mailto:enquiries@cornerstone-yateley.org.uk).