

# AISLING CENTRE PRIVACY NOTICE

## Introduction

Aisling Centre respects the trust you place in us when you share information with us as you engage in any of the activities and services we offer. In this Privacy Notice, we explain how we collect personal information, why we collect it and how you can interact with us about it.

We try to keep this notice as simple as possible but if you want more detail on any of the information here, we ask you to get in touch using the contact details at the end of this Notice.

## 1 WHO WE ARE

Aisling Centre is a registered charity (registered with the Charity Commission for NI – NIC 101096) and a company limited by guarantee (registration no. NI 27011).

The Centre is managed by a voluntary Board of Directors who are supported by a team of staff, sessional workers and volunteers.

In this notice, ‘we’, ‘us’ and ‘our’ refers to Aisling Centre.

## 2 INFORMATION WE MAY COLLECT FROM YOU

Our services provision is mainly to individuals and groups in Co Fermanagh and the surrounding area. In order to ensure that we provide a safe and effective support service we collect and process personal data. Information we may collect includes:

- Business/client contact information – eg name, email address, telephone number etc.
- Records of registration/attendance at events eg workshops, formal meetings etc.
- Information from counselling/therapy sessions - brief notes to ensure good professional practice and client care.
- Records of your contact with us including emails, and notes from telephone calls and virtual/face to face meetings.
- Photographs/videos/sound recording for use in printed and electronic media for promotional, educational and archive purposes.
- If you apply to work with Aisling Centre we will collect personal information including personal contact details, employment history, monitoring information and where applicable unspent criminal convictions etc as well as pre-employment checks as advised.

## 3 HOW WE COLLECT INFORMATION

### Information you give to us:

- When you make a referral for counselling, register for a course or seek advice, information or support via telephone, e-mail, or in writing
- When you register for events via Eventbrite
- When you subscribe to email updates
- When you contact us to book a room
- When you complete one of our surveys
- When you apply for a job with us

- When you update information we hold about you eg change of address

**Information we collect about you.** It may include your name, address, email address and other contact information, date of birth etc as well as other personal information. We may collect information about your health, history and general circumstances and other information as appropriate. We also collect information through CCTV footage.

**Information we receive from other sources.** We may receive information about you from other services and agencies eg. GPs, NHS services and community/voluntary sector organisations and others. This will normally relate to the reason for your referral to counselling or other services. We may combine this information with other information given by you and collected about you.

#### **4 HOW WE KEEP YOUR INFORMATION SAFE**

Looking after your information is something we take very seriously. We have put systems and practices in place (technical and organisational), to protect the personal information we have about you from inappropriate access, use, destruction and loss. We strive to ensure our building, files and ICT equipment are kept secure.

Where we use third-party or cloud services to process personal data we will take due diligence to make sure they are reputable and have appropriate data protection measures in place.

NB - It is important to note that communication using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

#### **5 WHY WE HOLD INFORMATION AND HOW WE USE IT**

We use information held about you:

- To manage registration and attendance at counselling, courses and events
- To contact you in relation to the services or information you request
- To assist you access services most appropriate to your needs including onward referrals
- To maintain records of services or support given
- To help ensure the safety and welfare of any person we have a concern for
- To obtain your feedback and evaluate our services
- To meet our regulatory and legal responsibilities
- To meet our responsibilities to funders
- To provide digital products and services such as email updates and our website
- To gather and analyse statistics around our website and social media to help us improve our digital interaction
- To recognise trends and respond to emerging needs

#### **6 DISCLOSURE OF YOUR INFORMATION**

- We will never share your personal information with organisations so that they can contact you for any marketing activities.

- We may share your information if required to do so by law (eg. through a subpoena or in the case of criminal activity).
- We may share some information if there is concern for the safety and welfare of any person.
- We may share your information gathered through CCTV in the case of criminal activity.
- We may share some information with third party providers who provide some services for us. In these instances we will have contracts in place which include data protection and confidentiality.
- In any other situation where we have obtained your consent to share data with named third parties

## 7 HOW LONG WE KEEP YOUR INFORMATION

- We will only collect the minimum amount of personal information needed to deliver our services.
- We do not hold your information for any longer than necessary.
- In some cases there is a legal obligation for the length of time we retain information eg employment records, counselling records etc
- We apply our document retention schedule when we no longer require personal data and ensure its deletion or disposal.
- Please note this Notice does not cover links to other external websites such as eventbrite.co.uk or localgiving.org

## 8 YOUR PERSONAL INFORMATION RIGHTS

You have rights in respect of the personal information we hold about you. They include:

- **Access to your personal information:** you can ask us for a copy of the personal information we hold. You can ask us about how we collect, share and use your personal information.
- **Updating and correcting personal data / information:** you can ask us in writing or verbally to correct any inaccurate information we hold about you.
- **Removing consent:** you can change your mind where you have previously given us consent, such as for using your sensitive information.
- **Restricting and objecting:** you may have the right to restrict or object to us using your personal information.
- **Deleting your information (your ‘right to be forgotten’):** you may ask us to delete your personal information.

If you contact us to ask us about your information, we may ask you to identify yourself. This is to help protect your information.

## 9 HOW TO CONTACT US

Our Data Protection Officer oversees how we collect, use, share and protect your information to ensure your rights are fulfilled

If you would like to find out more about how we manage your personal information or make a complaint, please speak to a member of staff who may be able to allay your concerns. You

can do this in person, by phone, in writing or by email. We will treat every complaint seriously and investigate it fully. Our Data Protection Officer will respond to your request/complaint promptly and keep you informed of any actions taken.

Our Data Protection Administrator is the Clinical Lead, John Bennett.

*Email* – [info@theaislingcentre.com](mailto:info@theaislingcentre.com)

*Telephone* – 028 66 325811

*Address* – DPO Aisling Centre, 37 Darling Street, Enniskillen, BT74 7DP

## **10      UPDATES TO THIS NOTICE**

We will make changes to this notice from time to time, particularly when we change how we use your information, how we collect your information or how we store your information.

We will also make changes from time to time to ensure it complies with legislation and guidance issued by the Information Commissioner's Office.

The date of last update of this privacy notice can be found at the bottom of each page.

You can learn about Data Protection law by visiting the website of the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)