



BRIDGING CREATIVE THERAPIES CONSULTANCY PRIVACY & DATA PROTECTION POLICY

Privacy Policy

This notice is to inform you of Bridging Creative Therapies Consultancy's (BCTC's) Privacy Policy. This policy will be updated from time to time to comply with best practice and new legislation that is likely to come into being.

All information about people who contact me is used herewith in line with data protection and legislation including GDPR. BCTC will not share, pass on or sell your data to any other person or organisation, and your data will not be used for any other purpose that is recorded.

BCTC always keeps your personal data safe, and this remains unchanged. BCTC continues to undertake to safeguard carefully the information that is provided by you in a variety of ways. This is mainly through application forms or CVs completed by you, or from correspondence with you at assessment/intake meetings, interviews or other meetings. In some cases BCTC collects personal data about you from a third party that you have nominated, as is the case when requests for references are provided or received.

What Personal Data BCTC Processes:

The following personal data is processed when you become a client, supervisee or trainee:

- Your name, address, contact details, including email address and telephone numbers, and date of birth.
- A brief history of your life.
- Information about specific conditions, including whether or not you have a disability for which BCTC needs to make reasonable adjustments.

During my (Dr Lynne Souter-Anderson. ICO number Z2728339) record-keeping for the proper and necessary administration of my business, I assign each client an individual number and use only the first letter of the first name in client notes to maintain confidentiality. Client notes are usually destroyed 3 years after the close of working together.

The following personal data is processed when workshop and course applications are received:

- Your name, address, contact details, including email address and telephone numbers, and date of birth.
- Details of your qualifications, skills, experience and employment history, including start and end dates with previous organisations which are relevant to the workshop or course you are applying for.
- Information about specific conditions, including whether or not you have a disability for which BCTC needs to make reasonable adjustments.

You are in complete control and can change preferences in receiving communication from BCTC at any time.

BCTC is subject to the law like everyone else. Sometimes, information must be processed in order to comply with a statutory obligation. For example, information may be required by legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order. It is also part of BCTC's duty to protect a child, a vulnerable adult, you or the general public and in such cases your personal information may be shared with other services and organisations but you will be informed about this.

Except as otherwise mentioned in this privacy policy, your personal information is kept only for as long as required to provide the services you have requested or to comply with other law, including for the period demanded by our tax authorities or to support a claim or defence in court.

Individuals' Rights

If BCTC holds personal information about you, the Consultancy will:

- Give you a description of it.
- Explain why the information is being held.
- Let you know who it could be disclosed to.
- Give you a copy of the information.

A request for this personal information should be put in writing and sent to the address below:

Bridging Creative Therapies Consultancy, 35 Cootes Lane, Fen Drayton, Cambridgeshire. CB24 4SL.

The Right to Complain

If the complaint covers how your personal information has been processed the ICO is the route to take as this statutory body governs data protection law.

ICO concerns can be located at the address below.

Information Commissioner's Office, Helpline 0303 123 1113