



## **New Routes Ltd Privacy Statement 2019**

### **How information is obtained about you on initial contract**

You may provide personal information by completing forms, contracts, e mail, text message or social media such as Facebook messenger. Information about you may also be provided via a third party i.e. the organisation that employs you in order to obtain these services or via another provider referring you to New Routes Ltd.

Other organisations that may pass on your details to New Routes Ltd include where you have contacted them enquiring about support services such as Counselling Directory and Employee Assistance Programmes (EAPs).

### **What information do I obtain?**

Generally, information will include your name, telephone number and e mail. Where the information is obtained via a third party, the information is determined by that third party. I may also receive some personal information in relation to your enquiry.

Where the provision is secured through an organisation i.e. School, college, business the information I receive about you is determined by that organisation.

Where your initial contact is made via a website or directory, I may receive some technical information, for example an IP (internet protocol) address.

### **Information obtained about you on further contact**

The vast majority of information that New Routes Ltd may obtain about you will be obtained verbally through our conversations. Other information may come from you via a text message, an e mail or telephone call, online i.e. Zoo or Skype.

During our initial consultation, during the contracting stage of our discussion I may ask and record further information. For example I may ask you for your address, your GP details, emergency contact details. This is an ethical requirement for me to keep appropriate records about our work.

The information I record is kept separate from any contact information I hold about you

The record is stored confidentially

Only your initial is recorded on the records

I will keep a record of the dates which you attend a session

### **Where is store information about you**

1. I may keep contact information in the following ways;
  - On the contacts directory of my mobile phone
  - On the contact directory of my Google account and BT account
  - On hard copy in a secure location
  - On my electronic Account Record. This is only used if I e mail your invoices
2. Records are usually kept on hard copy. In the event that I do record anything electronically I protect the document.



## **How I use the information that I receive about you**

I will only use the information provided to me to carry out my work with you;

- To make initial contact with you
- To maintain contact with you during the course of our work together
- To carry out our work together
- To enable me to provide you with information relating to any training opportunities that New Routes Ltd are to deliver after our work has finished
- To allow me to conduct my work in an ethical manner (eg in work with a supervisor). This is discussed in detail during our initial meeting as part of our contracting.
- In the event of a safeguarding issue – this is discussed in detail during our initial meeting as part of our contracting.

The only other time I may be required to share information that you provide me with;

- To contact emergency services in the event of an accident or incident
- In the event of my work being subpoenaed by the Courts
- Should anything happen to me, I have a Professional Will. The executor of my Professional Will has written permission to access your information in an event of exceptional circumstances. My executor is a qualified counsellor and abides by the same ethical standards as I do. My Executor does not have access to your information unless in the event of exceptional circumstances.

## **What will I not do with your information?**

I will not share any of your information with anyone outside of New Routes Ltd for marketing purposes.

## **When and how do I destroy your information?**

As soon as our work is finished;

- I will shred or remove any contact information from invoice systems
- I will delete any electronic communications between us
- When our work has been completed for 7 years, I will shred any remaining information that I have kept regarding our work whether it be hard copy or electronic.

Should you have any questions in relation to the way I protect your information please do not hesitate to ask.

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