

# PRIVACY NOTICE (BEREAVEMENT SERVICE)

This privacy notice relates to the provision and running of a counselling, advice & support service for adults & children affected by bereavement. We want everyone who uses our services to feel reassured that any personal information you share with us will be treated in the strictest of confidence and only used for the purpose stated. This document sets out how CARIS collects, use & store your personal information.

## 1 WHO WE ARE?

CARIS Islington is a registered charity which provides bereavement support to those working or living in Islington. We are committed to supporting you in your time of need and looking after any personal details in a fair, open and transparent manner.

Under UK & EU law we are deemed a 'data controller' as we are responsible for how your personal data is collected & processed.

For further details of how we carry out our 'data controller' function please contact us at:

Caris Islington (Caris)  
The Annexe  
St Mellitus Church  
Tollington Park  
London N4 3AG

[carisislington@yahoo.co.uk](mailto:carisislington@yahoo.co.uk)

Website: [www.carisislington.org](http://www.carisislington.org)

## 2 PURPOSES AND LEGAL BASIS FOR PROCESSING

To ensure we are able to provide the highest level of care to our service users we may collect your personal information, however you are under no obligation to provide your details if you so choose. All information provided is treated in the strictest of confidence and only for the purpose described in this document.

In connection with CARIS' remit we may process sensitive personal data for the following purposes:

- Providing counselling for the bereaved
- Administrative purposes
- Providing you with information
- Diversity monitoring to ensure CARIS is meeting the needs of the whole community

In most instances we will only use your personal information when we have your consent and for the purpose of fulfilling our obligation to provide counselling to you. However, we are also legally allowed to hold and process your personal information if we have a 'legitimate interest' to do so. This would include the legitimate interests of CARIS to process your information to help us improve our services and meet our obligation to the community of helping as many people as possible receive free bereavement counselling in Islington. When Personal Information is processed under 'legitimate interests' we make sure to take into account your rights and will endeavour to ensure we will not process personal information if it negatively affects you. For example, all session notes are destroyed as a matter of course once they are of no longer benefit to you the service user.

## 3 CATEGORIES OF DATA

Personal details we collect may include details such as your name, address, phone number and email address for administrative purposes, as well as any personal information you provide during any

discussions you hold with our counsellors. We will also collect some sensitive personal information such as personal health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs. We will only use this information for the purposes of your counselling, training, and quality monitoring or evaluating the services we provide.

#### **4 SOURCE OF DATA**

In addition to data from the person receiving counselling, data may come from referral agencies eg charities, health providers, local authorities and schools.

#### **5 RECIPIENTS (OR CATEGORIES OF RECIPIENTS)**

Your personal information will be used by our staff (volunteers) so they can support you during your counselling with us.

Your personal information may also be used by Trustees, managers and staff within CARIS to help improve the efficiency of the charity.

CARIS may also share your details with third parties which provide office & technological support in order to process your details. When entering with service providers we ensure that they comply with relevant data protection laws and have appropriate controls in place to secure your information.

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

#### **6 RETENTION PERIODS**

We only hold personal data as long as it is relevant to our services. As a matter of procedure for information processed by your consent our retention periods are;

For adult clients, 7 years; for child clients, 3 years after maturity.

#### **7 ACCESS TO YOUR PERSONAL DATA AND OTHER RIGHTS**

You have a right to make a subject access request to receive information about the data that we process about you.

You also have a legal right to make a "subject access request". If you exercise this right and we hold personal data about you, we are required to provide you with information on it, including:

- Giving you a description and copy of the personal data
- Telling you why we are processing it

If you make a subject access request and there is any question about who you are, we may require you to provide information from which we can satisfy ourselves as to your identity.

As well as your subject access right, you may have a legal right to have your personal data rectified or erased, to object to its processing or to have its processing restricted.

If we have relied on consent as a ground for processing, you may withdraw consent at any time – though if you do so that will not affect the lawfulness of what we have done before you withdraw consent.

#### **8 COMPLAINTS**

If you have complaints relating to our processing of your personal data, you should raise these with the Chair of Caris in the first instance. Complaints relating to processing of personal data may also be raised with the Information Commissioner, the statutory regulator. For contact and other details see: <https://ico.org.uk/ICO>.