

GDPR: Privacy policy for Relate Derby

At Relate Derby and South Derbyshire, we are committed to keeping your personal information safe and being clear about how we collect your data, how we store it and what we do with it.

This privacy policy applies to the Relate Derby websites and our work with you.

We also use services from the national Relate charity, including Live Chat. Please see relate.org.uk for their privacy policy.

Relate Derby services covered by this statement include face-to-face, telephone and webcam counselling services, and direct services with children, young people and their families.

Relate Derby and South Derbyshire is registered under the Data Protection Act 2018 as a data controller with the number Z7437754. Full details of this listing can be seen on the Information Commissioner's Office website. Our registered charity number is 1110768 and our company number is 4980776 (registered in England and Wales).

This privacy notice, along with our website terms and conditions and our cookies policy lets you know how we collect, use and keep your personal information safe.

Email info@relatederby.org.uk

If you have any queries about our Privacy Notice, please get in touch with our data protection representative., by post to:

Data Protection Representative, Relate Derby and South Derbyshire, 3 Wentworth House, Vernon Gate, Derby DE1 1UR

What information do we collect about you?

Information you give to us directly

We will collect and store information that you give us when you register for one of our services or contact us via our website, or are referred to us by another agency such as the NHS. We do this so we can provide our services to you.

We may collect and store the following types of personal information: name, email address, address, date of birth, mobile or telephone number, relationship status, gender,

sexual orientation, health information, financial details and details about your education and career.

We will ask for your consent to us holding and using your information when you register for our services.

Information you give to us indirectly

We store information about how you navigate our website, although this cannot be used to personally identify you.

Sensitive information

Certain types of personal information are recognised by data protection law as being more 'sensitive'. So things like sexual orientation, racial or ethnic origin, religious or political opinion, data concerning your health (mental or physical) or your sex life fall into this category.

Relate will only collect sensitive information like this where it informs the provision of the service to you. Whenever we do this, we will state clearly at the time why this information is required. We may also gather sensitive personal information if you choose to share your experiences with us for a case study, but we will only do this with your explicit consent.

If you're a young person aged 13 or under

You must get the permission of your parent/guardian before providing Relate with any personal information.

How do we use your personal information?

We will use your personal information to do the following:

- Provide you with information, products or services you've requested or that we feel might be of benefit to you.
- Respond to direct requests where you contact us with a query - we will use your personal information to respond.
- Carry out general administrative tasks like dealing with complaints and feedback, essential record-keeping.
- To take payments from you when processing orders and payments for goods and services.

- Keep you safe: in the event that we reasonably think you (or someone else) is at risk of serious harm or abuse.
- Monitoring and evaluation: we use your personal information to inform and develop our service delivery.

Anonymised information is used for statistical analysis and reporting to service commissioners where we have a contract with them to provide services to you.

All records are kept securely and are only seen by staff whose job means they need to see them.

For how long will we keep your personal information?

We keep your personal information for 7 years, or for children for 7 years after they become adult, i.e. until they are 25. This is to allow us to understand your history if you require further help from us and is in line with normal practise.

For some types of sensitive personal data, we do not retain the original data, and delete or destroy it after an assessment has been made. We retain the assessment as above.

Where we have legal obligations, for example, in the case of financial transactions like donations and purchases, we will keep your personal information for as long as we are required to by law.

Do you share my information with anyone else?

We will only use your personal information for the purposes for which it was obtained in the first place. We won't share it with any third parties and you won't receive any communications from other organisations.

However, there are three very explicit ways in which your data might be shared:

- Where we are working in partnership with another agency or charity to provide a service to you. If this is the case, we will tell you what is shared when you register for the service.
- Where we use third party suppliers to help deliver our services, for instance for mailing.
- Where we are legally bound to disclose your personal information, for example, to further criminal investigation or to keep you safe if we believe you (or someone else) is at risk of serious harm or abuse.

Keeping your personal information safe

We have both digital and operational safeguards to make sure your data is secure at Relate. Access to information is reviewed on a regular basis and limited to those people who actually need to access it, and are assigned the permission to do so.

Paper counselling records are stored securely and separate from information that would identify the person they are about.

All Relate online webforms are protected by secure end-to-end encryption. Where we pass highly sensitive data over the internet such as credit or debit card details, Relate uses TLS to encrypt data between the client and our partners.

Relate is PCI (Payment Card Industry) compliant and uses PCI compliant providers to collect this data on our behalf; we don't store this data on our own systems.

There are, however, inherent risks to passing information over public networks and Relate cannot 100% guarantee the security of data handled in this way.

Relate's web servers are located in England and Ireland.

Your rights and managing your own data

You have the right to request access to the personal information that Relate stores and processes about you. You can ask for corrections to be made to the information we hold or for your personal information to be deleted. You can also ask us to restrict the processing of your personal information or to object to the processing of it altogether.

We will not charge you for either considering or complying with a request unless it is deemed to be excessive in nature. We will ask you for proof of identity to ensure we are supplying information to the right person and upon this being successfully verified, in addition to being able to access your personal information, you are entitled to obtain the following information about your personal information:

- The purposes of the collection, processing, use and storage of your personal data.
- The source(s) of the personal information, if it was not obtained from you.
- The categories of personal data stored about you.
- The recipients (or categories of recipients) to whom your personal data has been or may be transmitted, along with the location of those recipients.
- The envisaged period of storage for your personal data or the rationale for determining the storage period.
- The use of any automated decision-making and/or profiling

If you'd like to make a request relating to any of the rights above, please send a request by you can contact us by emailing info@relatederby.org.uk or if you prefer, you can make the request in writing to:

Data Protection Representative, Relate Derby and South Derbyshire, 3 Wentworth House, Vernon Gate, Derby DE1 1UR

How to make a complaint

If you have any questions about this privacy policy or the way in which Relate Derby handles your personal information, or if you wish to make a complaint, please follow our complaints procedure.

If you're unhappy with our response, you may then raise your concern directly with the Information Commissioner's Office: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Alternatively you can [visit the ICO website](#).

Relate Derby and South Derbyshire is registered with the Information Commissioner's Office as a Data Controller under number Z7437754.

Changes to our privacy policy

Our Privacy Notice may change from time to time, so please check this page occasionally to see if we have included any updates or changes, and that you are happy with them.