

University of Bradford Counselling & Mental Health Service

Privacy Notice

To deliver an effective Counselling & Mental Health Service, we need to collect and process certain data about you. This privacy notice explains what information we process about you (the data subject), what purpose we are processing it for, and your rights in relation to the data we hold about you.

Information we collect

This consists of the data you gave when you completed our online registration form, plus a record of appointments, including brief notes about each session.

What categories of personal and sensitive data are processed?

The data we collect consists of the following:

- Contact Details
- Staff/Student ID Number
- Education Status
- Information about your health
- Information you share with us about your cultural, economic and social identity, which may include information about any disability

How we store it and who has access to it

All information is held on a secure data base called Titanium, which is not linked to any of your student records or other University systems. This is password protected and only authorised members of the Counselling & Mental Health Service (Data Processors) have access to your data.

Under what legal basis does the processing of my personal data take place?

The General Data Protection Regulation (GDPR), as enshrined into UK law alongside the Data Protection Act 2018, outlines different legal bases under which processing of personal data may take place. In this case, the following bases apply:

- **Consent:** We asked for your agreement to us processing your data when you completed your online registration form.
- **Performance of a contract:** We need information so we can contact you and to maintain brief notes to effectively deliver your counselling contract and/or mental health advice. This information is collected to protect you, to enable us to deliver an efficient service and to comply with the BACP Ethical Framework for the Counselling Professions or other Professional Ethical Guidelines (e.g. UMHAN). We also keep anonymised statistics to understand Service use within the University. This supports us to track service use, to ensure we are as accessible as possible. It is a requirement of the Service that we collect this information.

Where do we get your personal data from?

From the online registration form that you fill in and from SITs.

Who else do we pass this information on to?

We do not pass any of your data onto anyone outside the Service without your explicit consent. The only time we would break this confidentiality is in cases of extreme risk of harm to yourself or someone else. In these situations, we may need to share information within the wider wellbeing team at the university, the emergency services or healthcare providers.

How long do we keep this information for?

We keep all your electronic records for 7 years after which time they are securely deleted.

What are your rights as a data subject?

As the person whose personal data we are processing, you have certain rights in respect of that personal data. You have the right:

- To withdraw consent. However, if you do this you will no longer be able to use our service.
- To access your personal data that we process.
- To rectify inaccuracies in personal data that we hold about you.
- To request the deletion or removal of your personal data where there is no compelling reason for its continued processing.
- To restrict the processing of your personal data in certain ways.
- To obtain your personal data for reuse.
- To object certain processing of your personal data.
- To complain to the Information Commissioner's Office about the way in which we process your personal data.

If you have any questions about this privacy notice, please contact the department's Data Controller by emailing counselling@bradford.ac.uk. You can also contact the University's Data Protection Officer, Matthew Stephenson, data-protection@bradford.ac.uk, University of Bradford, Richmond Road, Bradford, BD7 1DP.

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