

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to help us to provide a counselling service for staff who may be experiencing issues with their performance, wellbeing or behaviour.

Date of Issue: 01 April 2018

Update History:

Version 1	First issue of a new Privacy Notice
Version 1.1 13 April 2022	Minor amendment to contact details of the Data Protection Officer

Directorate: Resources
Service: Human Resources
Team: HR Services

About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
www.westberks.gov.uk/dpofficer

What data will we collect about you?

When the Council's Occupational Health provider recommends a referral to a counselling service, or a manager offers an employee counselling we will collect:

- your name
- contact numbers

- the reason for making the counselling referral **What will we use your data for?**

This information will be passed on to a counsellor approved by the British Association of Counselling and Psychotherapy (BACP). They will contact you directly to arrange an appointment.

Who will see your data?

The data we collect will be held securely within HR in electronic format and will only be accessed via authorised HR staff with West Berkshire Council.

The data you give us will also be passed to the counsellor via secure email so they can contact you to arrange counselling. Any invoices sent to the council in relation to the counselling services provided will be anonymous and will only contain a reference number.

Your manager will be made aware you are accessing the service, but they will not find out what you speak to your allocated counsellor about.

Any information you discuss with the counsellor will be confidential and not passed back to the council.

You should ask the counsellor to provide you with information on how they use and secure your data, which will be in line with an “ethical framework” provided by their professional body (the BACP). You can read more about this here - <https://www.bacp.co.uk/eventsand-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/>

Why are we doing this?

West Berkshire Council are sharing this data for the enactment of a contract to be undertaken with counselling professionals on your behalf. You don't have to consent to us doing this, but if you object we will not be able to arrange for counselling to be provided and paid for by the Council.

It is also in the legitimate interest of West Berkshire Council to operate a referral scheme for counselling to be provided for employees on the advice of Occupational Health professionals/ a managers request, to ensure its workforce is healthy and productive.

How long will your data will be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

Data concerning your referral will be held on the council's secure IT servers and will be protected using up-to-date technical and organisational security measures.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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