

## **Privacy Statement**

Your personal data is processed by the Wellbeing Team in order to provide a service to you. It is further processed for purposes associated with managing and quality assuring the service. Where possible, your information is anonymised for this purpose.

It is essential for us to keep details about you and your sessions with us. Your personal information is stored securely within a computerised database which is password protected. The following data is stored within the database: name, unique code, DOB, course details and number of sessions attended. Access to the database is restricted to the counselling officer and wellbeing officer.

All service users are allocated a unique counselling code which is recorded on your case notes instead of using your name.

We also keep confidential case notes documenting the appointments of everyone who uses the Service. These paper files record details such as, background information, key issues raised, these vary in length and detail. Points of concern are also noted.

As a service user, we ask you to sign a contract with us to agree to the terms of our service. The contract provides the legal basis for us processing your personal data.

If you do not want us to keep notes about you, we will only be able to offer you one session. This is because our professional requirements make it essential for us to keep notes on clients. If we cannot offer you the sessions that you need, we will refer you to another service or agency.

## **Access to notes or data concerns**

If you want a copy of the records we hold about you, this is called a subject access request. You can make a request for a copy of your data by contacting the college's Data Controller (see details below).

The Data Controller, Inverness College UHI, 1 Inverness Campus, Inverness, IV2 5NA  
Email: [data.controller@inverness.uhi.ac.uk](mailto:data.controller@inverness.uhi.ac.uk), Telephone: 01463 273517

## **Monitoring, Statistics and Reports**

The Wellbeing and Counselling Service retain anonymous statistical information on ethnicity and the kind of wellbeing help or counselling provided. Any statistical reports for departments at Inverness College or external agencies do not contain client's details.

## **Security**

All college computers are part of a secure network that requires a unique identifier and password in order to gain access. All lists or individual files containing student information are also password protected. E-mail correspondence is printed and kept on file where necessary and deleted from inboxes and sent files. Notes and records are kept securely locked within the Service. These can only be accessed by staff employed within the Wellbeing and Counselling Service.

In line with legal requirements, notes are kept for 3 years. After this time they are destroyed securely.

### **Confidentiality Summary (a copy of the wider information is available on request)**

Staff working for the Wellbeing Team will not normally pass on personal information about clients (including information on attendance) to anyone outside the Service (including academic staff) subject to the following exceptions:

- Where the member of staff has the expressed consent of the client to disclose the information
- Where the member of staff would be liable to civil or criminal court procedure if the information was not disclosed
- Where the member of staff believes the client or a third party is in serious danger or involved in major criminal activity e.g. drug trafficking, money laundering or terrorist activity.

In any of these circumstances the counsellor will normally encourage the client to pass on information to the relevant person/agency. If there is no indication that this has happened, or is likely to happen, or if the crisis or danger is sufficiently acute, the counsellor may pass on the information directly.

*Consent to disclose information will be sought from the client, if at all possible.*

### **Liaison and correspondence**

If you have agreed to us communicating with someone outside the Service about you, we will agree with you first what information can be discussed. If we are writing to someone outside the Service on your behalf, we will offer you the chance to approve the letter before it is sent. We will ask you to complete a third party consent form if we are dealing with an external agency on your behalf. This will be deleted after the academic year as ended.

### **Measuring Tools**

Validated measuring scales can help us to identify the effectiveness of the wellbeing services therapeutic work with you.

CORE outcome is a session by session monitoring tool with items covering anxiety, depression, trauma, physical problems, functioning and risk to self.

The Counselling Impact on Academic Outcomes (CIAO) are a set of questions that are asked at referral stage, with additional questions being asked at the end of therapy. The CIAO was designed by Patti Wallace from the British Association of Counselling and Psychotherapy.