

Privacy Policy

We sometimes ask you to give us information about yourself and your family so we can make sure you receive the appropriate service. This policy explains what happens with this information.

Gaining your consent

Clients accessing our service will need to share some personal information with MASCS. Where possible this will be treated in the strictest confidence. There are some occasions where we may need to share this information.

When you contact MASCS, we will tell you how your information will be used, and that it may be necessary to share this with other organisations.

If you do not want us to share your information, you should let us know. However, there are times when we may still need to share it, for example:

- Any stated purposes we tell you about when you supply us with information;
- As part of our duty to protect a child, a vulnerable adult, yourself or the public;
- For the prevention and detection of crime;
- If we are required to do so by any court of law.

What information do we record?

The information we request from you may include personal or sensitive information, such as:

Personal information

- First name or given name
- Family name or surname
- Address
- Telephone numbers
- Date of birth

Sensitive personal information

- Gender, ethnicity and marital status
- Religious or other cultural beliefs
- Physical or mental health or condition
- Sexuality
- Offences (including alleged offences)
- Financial information, including bank account details

What do we use it for?

We may also use some of the information you provide us with for other reasons, such as to:

- Help us plan services in the future

- Maintain records
- Respond to any enquires you make
- Administer any events in which you participate in
- Account for our decisions and investigate complaints
- Meet statutory obligations
- Identify and protect those at risk of harm
- Ensure the accuracy of our records
- Prevent and detect crime
- Protect you and other people

Audio recording

For training purposes we may record your counselling sessions. These recordings will be destroyed at the earliest possible opportunity.

Information security

We recognise that the information you provide may be sensitive and we will respect your confidentiality. We keep information about you confidential. This means we store it securely and control who has access to it. We will not share any information where we are not legally required to do so.

We will only share such information as necessary, and where we are satisfied that the other organisation is entitled to receive it and will keep your information secure.

Corrections and concerns

If you believe that information we hold about you is incorrect or out of date, or if you have concerns about how we are handling your personal information, please contact us and we will try to resolve those concerns.

If you wish to have your personal information deleted, please let us know and we will take reasonable steps to delete it (unless we need to keep it for legal, auditing, insurance or internal risk management reasons).

If we become aware of any ongoing concerns or problems concerning our privacy practices, we will take these issues seriously and work to address them.

Data controller

We are also known as the data controller. We are responsible for collecting and processing your personal information. Processing includes the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies.

The information you provide will be processed mainly in connection with the administration of our services. A full list of what information we control and process and for what purposes is set in our notification with the Information Commissioner's Register of Data Controllers. Our registration number is A8217783. You can view our registration at the Information Commissioner's website <https://ico.org.uk/>.

If you have difficulty understanding this information or want to ask more questions, please contact us through our website.