

Privacy Statement — Cookies policy & Confidentiality Policy

Cookies policy

1. We will collect information about your personal details both when you tell us what these are and by analysis of traffic on the Website, including by using cookies.
2. A cookie is a piece of information that is stored on your computer's hard drive by your web browser. On revisiting the Website our computer server may recognise the cookie, giving us information about your last visit. Most browsers accept cookies automatically, but usually, you can alter the settings of your browser to prevent automatic acceptance. If you choose not to receive cookies, you may still use most of the features of the Website.
3. We use cookies for recognition purposes at login using a persistent cookie placed on your hard drive. This cookie may be deleted at the end of each session/visit.
4. We may delete cookies on your request to comply with the privacy of your information and prevent access by third parties or search engine.

What are Marketing Cookies

Marketing cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third-party advertisers. De-selecting these cookies may result in seeing advertising that is not as relevant to you.

Targeting cookies

These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal information but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.

Performance cookies

help us improve our website by analysing how visitors use it and interact with it. De-selecting these cookies may result in poorly designed content and slow site performance.

Preference cookies

enable a website to remember information that changes the way the website behaves or looks, such as your preferred language or the region that you are in. De-selecting these cookies may result in improper functionality and setting of the website.

Necessary cookies

help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies.

Collection of information

1. We use information collected about you to help us (a) develop the design and layout of the Website to ensure that it is as useful and enjoyable as possible.
2. In addition, we may provide aggregate statistics about our services, competitions, clients, traffic patterns and other site information to third-parties, but these statistics will not include any information that could personally identify you. If your personal details become untrue, inaccurate or incomplete, or in any event, you have the right to access your personal details and may rectify the same. You confirm that you do not and will not consider any of the above as being a breach of any of your rights under the Telecommunications (Data Protection and Privacy) Regulations 1999.
3. We reserve the right to access and disclose individually identifiable information to comply with applicable laws and lawful government requests or requests by the police investigating suspected illegal activities, to operate our systems properly or to protect ourselves or other users. We also reserve the right to disclose individually identifiable information to third parties if a complaint arises concerning your use of the Website, and that use is deemed by us inconsistent with the Conditions.
4. When you input information on our contact form, booking facility or request services from us, we offer appropriate physical, electronic and managerial security measures in order that you may input information safely whilst effectively preventing that information from being accessed by unauthorised persons. In addition, we have strict security procedures covering the storage and disclosure of your information to prevent unauthorised access to comply with the UK Data Protection Act 1998. This means that sometimes we may ask for proof of identity before we disclose personal information to you.
5. Some links in the software package provide information concerning the referrer URL and is used for marketing and research purposes only. Upon using this website and software package you agree to accept this tracking method and to only remove it if you are a customer.
6. We welcome your questions and comments about privacy issues and the design of the Website. Should you have such comments or have a complaint about how we are using your personal data, please send an email to 555fivesstar.urbanbooks@gmail.com.

Data Protection and Confidentiality Policy

Scope

The 1998 Data Protection Act came into force on 1 March 2000. The purpose of the Act is to protect the rights of individuals about whom data (information) is obtained, stored, processed, and disclosed.

What is data protection?

Data protection is essentially that area of the law that governs what may, and what may not be done with personal information. Such personal information may be in electronic (e.g.,

stored on computer hard drive) or manual form (in a manual filing system). Please refer to the cookie policy for guidance and if you would like to view your file store in our filing cabinet, please contact us to arrange an appointment for that effect. OIMH Instant Mental Health Therapy usually provides a copy of work carried or service agreement returned to us with your signature, date and name, invoices and any other update via email or correspondence to our customers and the same information is kept on file.

The law

The Data Protection Act is mandatory and OIMH Instant Mental Health Therapy is therefore required under law to comply with the Act. This means that OIMH Instant Mental Health Therapy must:

- Notify any law centre or citizen advice bureau
- Adhere to the eight data protection principles below
- Educate and train staff in the correct use of data

Consequences of breaching the Data Protection Act:

- OIMH Instant Mental Health Therapy customers, partners, staff, associate or third party can be criminally liable if they knowingly or recklessly disclose personal data in breach of the Act.
- At OIMH Instant Mental Health Therapy we take seriously breach of data protection and it is also a disciplinary offense and will be dealt with under OIMH Instant Mental Health Therapy complaint procedures and OIMH Instant Mental Health Therapy may refer the breach to a law centre, citizen advice bureau which would notify the Information Commissioner of the types of processing they would undertake on behalf of OIMH Instant Mental Health Therapy.

Policy Statement

OIMH Instant Mental Health Therapy is committed to fulfilling its legal obligations within the provisions of the Data Protection Act and has a cookie policy and privacy policy in force.

The Eight Data Protection principles

OIMH Instant Mental Health Therapy abides by and respects the eight principles of data (information) processing with which the data controller must ensure compliance. In this instance, OIMH Instant Mental Health Therapy is the 'data controller'.

Personal data shall be:

Principle 1: processed fairly and lawfully

Principle 2: obtained only for the purpose stated

Principle 3: adequate, relevant and not excessive

Principle 4: accurate and, where necessary, kept up-to-date

Principle 5: not be kept for longer than is necessary for that purpose

Principle 6: processed in accordance with the rights of data subjects under the Act

Principle 7: appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or

destruction of, or damage to, personal data

Principle 8: not transferred to countries without adequate protection

6. Compliance with data protection principles

Principle 1: Processed fairly and lawfully

This means that when OIMH Instant Mental Health Therapy is collecting personal information from individuals:

- that they are made aware of the uses of this information
- individual consent has been obtained for any secondary uses of their personal information
- individuals are made aware of disclosures of their personal information to third parties.

Information held by OIMH Instant Mental Health Therapy includes details on the following:

- Customer
- personnel
- applicants for recruitment and selection
- training participants
- mailing lists
- Sensitive personal information

The Data Protection Act introduces categories of sensitive personal information as to an individual's:

- Racial or ethnic origin
- Political opinion
- Religious beliefs or other beliefs of a similar nature
- Trade union membership
- Physical or mental health condition
- Sexual life
- Criminal or alleged offenses
- Criminal proceedings, convictions, or disposal of proceedings

OIMH Instant Mental Health Therapy processes sensitive data for the following purposes:

- Advice/legal proceedings
- Employment law obligations
- Vital interests of the data subject
- Legal rights
- Insurance and pensions

Principle 2: Obtained only for the purpose stated

Personal information can only be obtained for one or more specified and lawful purposes and should not be processed in any manner incompatible with those purposes.

- Staff administration
- Administration of membership records
- Fundraising
- Realising the objectives of a charitable organization or voluntary body

Principle 3: Adequate, relevant and not excessive

OIMH Instant Mental Health Therapy will only hold personal information, which is adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed. This means that the minimum of personal information should be held to fulfill its purpose. It is not acceptable to hold information on the basis that it might be useful in the future without a view of how it will be used. OIMH Instant Mental Health Therapy has a responsibility to continually monitor compliance with this principle and to audit what information is kept.

Principle 4: Accurate and, where necessary, kept up to date

This principle places a duty on OIMH Instant Mental Health Therapy to take reasonable steps to ensure the accuracy of the information processed on OIMH Instant Mental Health Therapy database.

- In collecting information OIMH Instant Mental Health Therapy needs to take all reasonable steps to make sure the information is correct, and the source of the information is reliable and to check this, if necessary.
- Similarly, third parties who supply information or attend a meeting held by OIMH Instant Mental Health Therapy or customers of OIMH Instant Mental Health Therapy to OIMH Instant Mental Health Therapy should advise OIMH Instant Mental Health Therapy of any corrections or amendments that need to be made.
- The significance of the inaccuracy is important, obviously minor inaccuracies which have no impact are of less importance but nevertheless the validity of the data provided should be checked.
- Any inaccuracies should be corrected as soon as possible to limit the damage and distress caused.
- Any information should include the source and date, and any alterations should be dated.

Principle 5: Not kept longer than is necessary

OIMH Instant Mental Health Therapy will ensure that personal information is not retained any longer than is necessary. This will require OIMH Instant Mental Health Therapy to undertake regular assessment and deletion. Hence OIMH Instant Mental Health Therapy will keep your information on file for as long as the life of our work with you and thereafter we will keep your file in storage for a duration of 10 yrs. which thereafter will be destroyed.

OIMH Instant Mental Health Therapy are legally obliged to keep customer files and financial records for a period of 6 years

Principle 6: Processed in accordance with the rights of data subjects under the Act

Customers have a general right of access to their own personal information, which is processed by OIMH Instant Mental Health Therapy in accordance with established OIMH Instant Mental Health Therapy procedures. They have the right:

- To have a copy of the information
- To stop processing where this is likely to cause distress
- To have information rectified, blocked or erased
- Claim compensation

Principle 7: Appropriate technical and organizational measures shall be taken against unauthorized or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data. OIMH Instant Mental Health Therapy has a duty to ensure that appropriate security measures are in place when handling personal information. This applies to both information technology and manual files.

Considering the new GDPR and the new Data Protection Directive as the GDPR also brings a new set of "digital rights" for EU citizens in an age of an increase of the economic value of personal data in the digital economy, at OIMH Instant Mental Health Therapy we updated our Privacy and Cookies policy to be in line with the law.

The lawful basis for processing under the GDPR coming in force on the 25-05-18

- OIMH Instant Mental Health Therapy will not be requesting any data or processed your data unless there is at least one lawful basis to do so:
- OIMH Instant Mental Health Therapy will ensure that consent has been granted by the data subject to the processing of personal data for one or more specific purposes.
- OIMH Instant Mental Health Therapy processing of customers data is necessary for the performance of a contract held with us to which the data subject is a party or to take steps at the request of the data subject prior to entering a contract.
- OIMH Instant Mental Health Therapy will only process your data as necessary for compliance with a legal obligation to which the controller is subject.
- OIMH Instant Mental Health Therapy will only process your data as necessary to protect the vital interests of the data subject or of another natural person.
- OIMH Instant Mental Health Therapy will only process your data as necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.
- Processing your data is necessary for the purposes of the legitimate interests pursued by the controller OIMH Instant Mental Health Therapy or by a third party unless such interests are overridden by the interests or fundamental rights and freedoms of the data subject, which require protection of personal data, if the data subject is a child and OIMH Instant Mental Health Therapy will abide by this rule.

Consent

If consent is used as the lawful basis for processing, consent must be explicit for data collected and the purposes data is used for as defined in Article 7; defined in Article 4.

OIMH Instant Mental Health Therapy does not work with children, therefore, will not be seeking consent for children or their parent.

OIMH Instant Mental Health Therapy has a consent form which allowed the customers to withdraw or withhold consent if they wish too and you have access to it via our disclosure policy.

OIMH Instant Mental Health Therapy does not record our customers and welcomes this change in the law. The area of GDPR consent has several implications for businesses who record calls as a matter of practice. The typical “**calls are recorded for training and security purposes**” warnings will no longer be sufficient to gain assumed consent to record calls. Additionally, when recording has commenced, should the caller withdraw their consent then the agent receiving the call must somehow be able to stop a previously started recording and ensure the recording does not get stored.

If we need at someone point of our business to record our conversation with customers, we will seek your consent in writing to ensure compliance with the GDPR and recording is explicitly discussed in our disclosure policy.

Right of access

The right of access (Article 15) is a data subject right. It gives citizens the right to access their personal data and information about how this personal data is being processed. OIMH Instant Mental Health Therapy will provide, upon request, an overview of the categories of data that are being processed as well as a copy of the actual data. Furthermore, OIMH Instant Mental Health Therapy will inform the data subject on details about the processing, such as the purposes of the processing with whom the data is shared, and how it acquired the data.

Right to erasure

A right to be forgotten was replaced by a more limited right of erasure in the version of the GDPR that was adopted by the European Parliament in March 2014. Article 17 provides that the data subject has the right to request erasure of personal data related to them on any one grounds, including noncompliance with Article 6(1) (lawfulness) that includes a case (f) if the legitimate interest of the controller is overridden by the interests or fundamental rights and freedoms of the data subject, which require protection of personal data. OIMH Instant Mental Health Therapy will abide by this rule.

OIMH Instant Mental Health Therapy transparency statement

OIMH Instant Mental Health Therapy will never use your personal data for any purposes other than the administration of the therapy service that we are providing to you; arrange, cancel and rearrange appointments. We will only retain your personal information for as long as is necessary.

Our counselling is confidential, even if a third-party for example an employer or family member is paying for it. Your rights of confidentiality do not change regardless, whoever paying for the bill.

OIMH Instant Mental Health Therapy are responsible for protecting the rights of our clients and their data. We'll ensure that all information is clearly communicate as per our data protection and privacy policy.

We abide by The GDPR EU privacy law that requires businesses to disclose their policies regarding the collection, use, storage and deletion of user data while also providing privacy rights to EU consumers 12 May 2024.

Disclosure and Barring

The UK law requires that the DBS certificate contain details of both spent and unspent convictions, cautions, reprimands and warnings that are held on the Police National Computer, which are not subject to filtering.

An individual cannot apply for a standard check by themselves.

A DBS check has no official expiry date. Any information included will be accurate at the time the check was carried out.

OIMH Instant Mental Health Therapy will inform our staff when a new check is needed. OIMH Instant Mental Health Therapy has an active DBS registration and can check whether our staff certificate is up to date online.

Bear in mind there's no law which states that employers should be the ones who cover the cost of having a DBS check done, however, as a good practice OIMH Instant Mental Health Therapy will take care of the initial cost. The staff will take full responsibility for the renewal of their DBS cost.

Three Month rule

OIMH Instant Mental Health Therapy will report to the DBS bureau If a member of staff has been absent from work for over 3 months without working at another educational institution. For them to undergo a fresh Enhanced DBS check to ensure they are safe to work with vulnerable individuals.

If no changes have occurred, the staff member's existing DBS check can be accepted without the need for a new one providing it is the correct level for their role. If a change has been recorded, a new DBS check is required.

Legal limitations

If one of our clients discloses participation or information about acts of terrorism, the Support worker therapist must report it to the authorities without managerial involvement, and you must not notify the client beforehand. If a client reveals information about money laundering or drug trafficking, the therapist needs to tell the authorities.

Client confidentiality

The counsellor must break confidentiality in three cases involving the law being broken:

1. Terrorism, drug trafficking and money laundering.
2. Prevention of serious harm to the client or to others

3. Murder, manslaughter, rape, treason, kidnapping, child abuse or other cases where individuals have suffered serious harm may all warrant breaching confidentiality.

The states that therapists aren't required to keep notes by law, however, OIMH Instant Mental Health therapy expect all our staffs to do so, and it would be the responsibility of a BACP member to provide reasons for not making notes, if a complaint is submitted.

Information sharing

OIMH Instant Mental Health Therapy must share only necessary, proportionate, relevant, adequate, accurate, timely and secure information.

OIMH Instant Mental Health Therapy must ensure that the information shared is necessary for the purpose of sharing it and shared only with those individuals who need to have it and must be accurate, up to date, shared in a timely fashion, and shared securely.

Confidentiality statement

OIMH Instant Mental Health Therapy Support Worker therapists and management staff as well as executives are legally required to maintain confidentiality for their clients.

Confidentiality means the latter cannot confirm or deny even treating the client if someone asks. Furthermore, they cannot discuss any revealing contact information, such as a client's name or demographics, outside of the session.

Glossary

Data: means information in a form in which it can be processed (automatically)

Personal data: means data relating to a living individual who can be identified either from the data or from the data in conjunction with other information in the possession of the data controller

Data controller: is a person who, either alone or with others, controls the contents and use of personal data

Data processor: is a person who processes personal data on behalf of a data controller, but does not include an employee of a data controller who processes such data in the course of his/her employment

Data subject: the individual person who is the subject of any relevant personal data (information)

A personal data-filing system: any structured set of personal data accessible according to specific criteria whether centralised, decentralised or dispersed on a functional or geographical basis

Third party: someone other than the data subject, controller, processor and persons with the authority of the controller or processor to process the data

The recipient is the person to whom data is disclosed. This would include employees, community, supplier, third parties, friend, and family. The data subject must be informed of the recipients of the data.

Data subject's consent means any freely given specific and informed indication of his/her wishes by which the data subject signifies his agreement to personal data to him/her being processed. Consent may need further clarification **e.g.**, should it be in some permanent form, it can be electronic, in writing or oral consent.