

Churches' Ministerial Counselling Service

Privacy Notice – Counsellors

Purpose of this Statement

The Churches' Ministerial Counselling Service (referred to as “we”, “us” or “our”) are committed to protecting and respecting your privacy. It is extremely important to us that we keep any personal information we hold secure and confidential.

Laws apply to our use of anyone's personal information and everyone has rights regarding how their personal information is handled.

We have published this statement to tell you:

- What information we collect about you;
- How we store your personal information, and for how long;
- What we use your personal information for; and
- Who (if anyone) we pass it on to, and for what purposes.

What information we collect and store

- When you apply to be registered with CMCS, we collect various information about you, including your name, correspondence address, address(es) of your counselling room(s), telephone and email contact details and (if you disclose this) the church or denomination to which you belong. We also collect the information you give us about your training, experience, insurance, accreditation and supervision; documentary evidence of your insurance and accreditation; and reports from your supervisor and a referee of your choice – their names, email addresses and postal addresses will be held on your file.
- A panel of CMCS Consultants will examine your application and supporting documents and decide whether or not your name should be included in our Register of Counsellors (“the **Register**”); their comments are collected at this point, and held with your application.
- We collect bank details that you provide to us to enable electronic payment of your fees.
- We also ask you to undertake a brief “**Triennial**” re-registration process (every three years), to enable us to check that you still qualify to be on the Register, and that the information we hold is still up to date. Your completed triennial form and supporting documentation is retained electronically (see next paragraph) until the next Triennial process is complete.

How we store your personal information

- Your application and accompanying documents, and the **Register** and internal records derived from the applications, are held in a dedicated drive within the computer system of the Baptist Union of Great Britain, where the Service Co-ordinator is based; this is both encrypted and password protected. If your application is successful, all this material is retained until three years after you leave our Register. At the end of the retention period, all this material is deleted (except for a skeleton record, see the last point in this section).
- If your application is unsuccessful, all documents and records other than the letter informing you of the decision are deleted after six months.
- Your bank details are stored on paper in a locked cabinet, and also on the computer drive of the Baptist Union Finance Department who manage our banking for us. After any prolonged period of dormancy, this information is erased and you may need to send it in again.
- For applications received prior to July 2018, successful applicants' documents are also stored on paper in a locked cabinet which is itself in a secure storage room. These documents are shredded at the end of the three-year retention period after you leave the Register.

- We maintain a list on the computer system showing your accreditation and insurance details and the name of your supervisor, updated at each Triennial re-registration, or sooner if you give us new information. This data is deleted three years after you leave the Register.
- We keep a list of all counsellors who have ever been on the CMCS Register, recording simply name, town and the year when they joined, and (if applicable) the year when they left. This is retained permanently as a computer record for historic purposes, and because we have a simplified application process for any counsellor who has previously been on our Register and is seeking re-instatement.

Our legal ground for processing your information

Except where consent is explicitly mentioned below, our legal ground for processing your information is that of the Service's legitimate interest – namely that we could not offer the Counselling Service to our clients without processing this information.

What we use your personal information for

- We use your information to make appropriate referrals to you, when clients approach us, and to pay your fees. "Appropriate" takes into account geographical and transport-related considerations, and any preference a client may express about whether they wish to see a counsellor of their own denominational background or specifically not to do so.
- We will also use your contact details in order to keep you up to date with information about the Service, to ask you to undertake the triennial re-registration process, to let you know about the workshops which CMCS provides for counsellors, and any other communications to you which are required for the proper functioning of the Service.
- If we have your consent to do so, we will occasionally send you information about counselling-related **Events** outside CMCS, such as conferences or meetings or training courses which may be of interest for continuing professional development.
- If we have your consent to do so, we may occasionally forward requests for assistance with academic **Research** in connection with counselling.

For the Events and Research mailing lists that require your consent, you may withdraw your consent at any time by telling the Service Co-ordinator, and you will then be removed from that/those list(s).

Who (if anyone) we pass it on to and for what purposes

- Within CMCS, your initial application and supporting documents are viewed by a panel of the Service's Consultants in order to assess your suitability, and for the purposes of an induction conversation if you are accepted. Similarly, your triennial re-registration documents are viewed by a panel of the Service's Consultants to be checked to see if your registration can be renewed.
- In the very unlikely event of a difficulty or complaint arising, the application or triennial documents may be reviewed by other Consultants or members of the Steering Group, but will not be shared more widely unless we are compelled to do so for legal reasons.
- We extract from your application the information which needs to be in your **Register** entry to enable referrals to be made to you – your name, email address, website if any, phone number(s), the postcode(s) of your counselling room(s), your denomination if given, your training model and any relevant specialist training you have told us about. Access to the Register is restricted to those involved in the management of the Service; an updated edition is posted periodically on the CMCS website, in password protected areas that only our Area Co-ordinators, Consultants, and members of the Steering Group can access. The previous edition of the Register is then deleted from the website.

- We give your name, email address and phone number(s), website address if any, and postcode(s) of your counselling room(s), to each client referred to you for counselling, after checking with you that you are able to take them on as clients.
- Apart from any legal requirement as above, the only situation in which we would give any of your personal information to anyone outside CMCS is if you have given explicit consent for what we call “**Signposting**”: when your name, email address and phone number(s), website address if any, and postcode(s) of your counselling room(s) may be given to a minister or other officer of a church seeking to arrange counselling for a member of staff working for that church (for example a youth worker or an administrator) who is not covered by our eligibility criteria but for whom their church would like to provide counselling outside CMCS.

If you have given consent for “Signposting”, you may withdraw that consent at any time by telling the Service Co-ordinator, and you would then be removed from that list.

Data Controller

For the purposes of Data Protection law, the Data Controller is the **Steering Group** of the Churches’ Ministerial Counselling Service.

Your rights

You have the right to ask us not to process your personal information. However, you will need to understand that we would be unable to make referrals to you, or pay you any counselling fees, if we are unable to record and process the information you have provided.

You have a number of other rights, including:

- The right to access your personal data and to obtain certain information about it
- The right to rectify the data if it is inaccurate
- In some circumstances, such as when the data is no longer required or if the use of the data has no legal justification, the right to have the data erased
- In limited circumstances, the right to object to our handling of the data
- In limited circumstances, the right to restrict the handling of our data

You can exercise your rights or obtain more information about them by contacting the CMCS Service Co-ordinator:

Email sc.cmincs@gmail.com

Tel. 01235 517706

Postal address Mrs Hilary Mason
 CMCS
 c/o Baptist House
 PO Box 44
 129 Broadway
 Didcot
 OX11 8RT

If you remain concerned about the way your information is being handled, you have the right to complain to the Information Commissioners Office (ICO) about the way in which we collect and handle your personal data. Complaints to the ICO can be made on the website <https://ico.org.uk/>.