

PRIVACY STATEMENT

The Butterfly Room understands that your privacy is important to you and that you care about how your information is used and shared. We respect and value the privacy of everyone who visits The Butterfly Room and uses our services and will only collect and use information in ways that are useful to you and in a manner consistent with your rights and Our obligations under the law.  
This Policy applies to our use of any and all data collected by us in relation to your use of Our website or our services. Please read this Privacy Policy carefully and ensure that you understand it.

**Definitions and Interpretation**

In this Policy the following terms shall have the following meanings:  
“Our Site” means this website, <http://www.thebutterflyroom.org>   
“UK and EU Cookie Law” means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended in 2004, 2011 and 2015; and

**What Cookies Do We Use and What For?**

• Our Site may place and access certain Cookies on your computer or device. First party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of our Site and to provide and improve our services.  
• All Cookies used by and on Our Site are used in accordance with current English and EU Cookie Law.  
• Before Cookies are placed on your computer or device you will be shown a message bar at the bottom of your screen requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our Site may not function fully or as intended.

**What is Personal Data?**

Personal data is any information that can be used to identify a person either directly or indirectly. This includes names, addresses, contact details but also includes IP addresses, acronyms etc. Personal data should be:  
• Processed lawfully, fairly and in a transparent manner  
• Collected for only specified, explicit and legitimate purposes  
• Accurate and where necessary, kept up to date  
• Processed in a manner that ensures appropriate security of the personal data.

**Collecting Data**

When you contact us you will be asked to provide some personal data. The information that we will ask for includes; name, phone number(s), email address, date of birth, address, school details, medication details, client availability, drug and alcohol history, previous diagnosis, support network.  
Verbal consent will be given before we take any personal data. We only take information that is relevant and used for legitimate purposes.  
The personal data we collect will never be sold or passed on to another organisation or person. We will not share your personal data unless:  
• You are a risk to yourself or to others.   
• There is evidence of child abuse.  
• Any criminal involvement.  
• A court has made a legal order (subpoena).

Counsellors have a legal and ethical obligation to have a supervisor. This is to ensure that they are counselling ethically and safely, and these supervision sessions are bound by confidentiality. All clients are anonymous and are referred to using either a first name or a client code

**Storing Data**

If you contact us via our website your details will be emailed to our [admin@thebutterflyroom.org](mailto:admin@thebutterflyroom.org) email address. After we have responded to you your personal details will be deleted, unless you have requested for us to keep them for future contact.

All emails are secure on password protected computers and all personal data is kept on a private secure server which is also password protected.  
All personal data is stored on an encrypted password protected computer. Client notes which are anonymised will be kept in a separate locked cabinet to the client’s personal data (contact details etc.) or on a password protected computer. The only people that can access these locked cabinets / laptop are your counsellor.

Counsellors contact details are kept on a password protected computer and phone numbers are kept in the office mobile which is password protected and only accessible by the Director and administrator.

**Requesting Data**

You can request to have a copy of all the data we hold on you-including counselling notes. You must send this request in writing to Laura Burrage the Company Director. We will respond to this Subject access request within 30 days. Please be informed if you are wishing to access your counselling notes you with need to request this direct from your counsellor as this data is not accessible by Director or administrator.

**Data Breaches**

If there is a data breach that is likely to result in a risk to an individual’s ‘rights and freedoms’ The Butterfly Room will report this breach to the ICO within 72 hours of discovering the breach.

**Privacy Impact Assessment (PIA)**

A Data Protection Impact assessment (DPIA) must be carried out at the start of any work which changes or introduces new technology, or processing that has a high risk to the privacy of individuals.

The Butterfly Room will carry out a DPIA for any new projects which include processing personal data.

**Contacting Us**

If you have any questions about our Site or this Privacy Policy, please contact Us by email on [admin@thebutterflyroom.org](mailto:admin@thebutterflyroom.org) . Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you.

**Changes to Our Privacy Policy**

We may change this Privacy Policy as we may deem necessary from time to time, or as may be required by law. Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our Site. We recommend that you check this page regularly to keep up-to-date.

(Last updated September 2020)