



Data Privacy Notice for Noah's Ark Centre's Therapeutic Services

- Noah's Ark Centre is the Data Controller of your data, (under the leadership of the Trustees and Therapeutic Services Manager) and is registered with the Information Commissioner's Office. We process the personal data you provide to us at referral, and through your therapeutic journey, which includes; your name, address, telephone number, email address, family details (if relevant), GP/other agency details, lifestyle and social circumstances as well as the brief session notes written by our therapeutic services staff.
- Noah's Ark Centre uses CORE IMS client management software to store and process your personal data including session notes. CORE IMS Ltd has formal accreditation to ISO27001 from the British Standards Institute. ISO/IEC 27001 is the internationally recognised standard for information security. Within our CORE system staff can only access personal information on a 'need to know' basis; their own clients, and only regarding the work they are doing with them, or clients in a service that they coordinate and are required to communicate with.
- If any paperwork is shared or created with us that is required to stay in its original format, it is stored in locked filing cabinets within Noah's Ark Centre's locked counselling office; otherwise, any necessary information is transferred to our CORE IMS system and the paperwork securely destroyed.
- Noah's Ark Centre will securely store your personal records for 7 years from when therapy comes to an end at which time they will be securely deleted or destroyed.
- Noah's Ark Centre will keep your data confidential, and will only share your data with other agencies/professionals when there is consent from you and an agreement between us to do so, immediate risk of substantial harm to self or others, a legal requirement to share information (e.g. information of terrorism or drug money laundering) or via a court order for disclosure of information. Your therapist or activity worker will discuss confidentiality with you at your first session within the context of the therapeutic service you are accessing.
- Noah's Ark Centre uses the information you provide, in our monitoring and evaluation forms, at assessment and during your therapy for the purposes of monitoring and evaluating our therapeutic services. We may provide anonymised data to our funders or research partners for their monitoring and evaluation of our services.



- If the purpose of collecting data extends beyond the basic evaluation of our services, or you wish to engage with advice services provided by Noah's Ark Centre, you will be provided with additional relevant information in line with these purposes in order that you can provide further appropriate informed consent for these.
- Under General Data Protection Regulations, you or your child/young person have the right to:
 - explicitly consent to the data processing of their personal details
 - access a free copy and explanation of their personal data (within 30 days)
 - object to or request correction, restriction or erasure of data processing
 - compensation for substantial damage or distress caused by data processing
- Noah's Ark Centre therefore requires your explicit consent to process your or your child's data in the manner described above.
- Your consent is best provided when making a referral through our referral link; otherwise via email or when making a referral over the phone. When you meet a therapeutic services staff member for the first time, you will have the opportunity to discuss the information in this notice further, alongside a written Guide for the therapeutic service you are accessing, to ensure you are providing informed consent.