

Privacy notice

If we make changes to this notice, we will update it on our website.

Insight Wellbeing at Work

Insight Wellbeing at Work is a specialist provider of Employee Assistance Programmes and counselling services. We are registered as a data controller with the Information Commissioner's Office. Our registration number is Z7824778.

We employ a range of counselling staff and also employ affiliate staff who deliver our counselling and support services on our behalf.

Our Data Protection Officer contact details are:

Buttress House
36 Brenkley Way
Seaton Burn
Newcastle upon Tyne
NE13 6DS
Tel: 0191 217 0377

Email: data.protection@concerngroup.org

What personal data do we collect and why?

In order to provide you with a service, we will need to collect personal information from you. We also use it to help us develop, operate, deliver, and improve the quality of the care we provide or, more generally, the type of services that we offer. This may include using it for internal purposes such as auditing, data analysis, and research to improve our services and our communication with you.

The legal basis for collecting and processing data will be through both consent and explicit consent under Article 6.1.a and 9.2.a of the General Data Protection Regulations which we deem to be necessary for our legitimate interest as an organisation to provide a counselling service.

Types of personal information we collect include:

- Name
- Date of Birth
- Address
- Telephone Number

- Email address
- GP details
- Physical and mental health information
- Financial information
- NHS number
- Marital status
- Racial or ethnic origin
- Reasons for referral
- Summaries of the content of therapy sessions
- Copies of any letters or emails sent to you or received from you
- Employer information

We do not collect information for marketing purposes.

Consent

Where you do not self-refer yourself to us, we ask your employer to obtain your consent before providing any data to us. Where possible we ask that your explicit (signed) consent is obtained (but if it is urgent for an individual to have access to our counselling service your employer may not be able to obtain explicit consent, but they should still obtain your verbal consent before passing your details to us).

You have a right to withdraw your consent at any time and can do this by contacting us by email at: wellbeingatwork@insighthealthcare.org or call us on 0800 0277844. You can also withdraw your consent by writing to us at Insight Healthcare, Buttress House, 36 Brenkley Way, Seaton Burn, Tyne and Wear, NE13 6DS

How we store your information

The personal information we collect is stored in both paper and electronic format. We take security of your personal information very seriously. To make sure information is protected, we have a series of technical and administrative measures in place. Access is limited only to those of our employees who need to access it to provide services to you.

All members of staff are required to undertake annual data protection and confidentiality training and our privacy and security guidelines are communicated to all employees. These privacy safeguards are monitored and strictly enforced.

All data is stored on servers within data centres in the UK, although at times they may be temporarily outside the UK but within the EU.

Accuracy and retention of personal information

If any of your information changes, please let us know so that we can update our records.

We keep your records for a minimum of six years after the end of therapy or contact with you. All personal information will be deleted or securely destroyed at the appropriate time and we will not keep your personal information for longer than is required or permitted by law.

Disclosure to third parties

We will share your personal information to people involved in your therapy. This can include affiliate practitioners who are engaged by us to carry out our services to you.

We will only share your personal information with third parties in the following circumstances:

- Where you have given your consent to the information being shared;
- Where there are issues or concerns like the health and safety of yourself or others;
- Where there is a legal requirement or responsibility to share the information. For example, to assist with the investigation or prevention of a serious crime, including terrorism or a Court Order.

Because your feedback on the service you received from us is very valuable you may receive a survey to complete. We may share only your email address with the following third party in order for you to receive this survey:

- Survey Monkey (This information is stored in the USA, and is EU-US Privacy Shield certified).

Your rights as a data subject

At any point while we are in possession of or processing your personal information, you have the following rights:

Right of access –

You have the right to request a copy of the information that we hold about you, at any time and without charge. You will need to provide a form of ID to access this. Click [here](#) for more details about how to request access to your records or speak to the service manager.

Right of rectification –

You have a right to correct data that we hold about you that is inaccurate or incomplete.

Right to erasure –

In certain circumstances, you can ask for the data we hold about you to be erased from our records. There are exceptions to the right to erasure and Wellbeing at Work are legally required to maintain your records.

Right to restriction of processing –

Where certain conditions apply to have a right to restrict the processing.

Right of portability –

You have the right to have the data we hold about you transferred to another organisation.

Right to object –

You have the right to object to certain types of processing such as direct marketing.

Right to object to automated processing, including profiling –

You also have the right to be subject to the legal effects of automated processing or profiling.

You can find out more about your rights under the UK's data protection laws at www.ico.org.uk

Complaints

If you wish to make a complaint about how your personal information is being processed by Wellbeing at Work (or affiliates as described), you can contact the Data Protection Officer using the contact details above.

If you are not satisfied with how your complaint has been, or is being, handled, you have the right to lodge a complaint directly with the Information Commissioners Office who is the identified supervisory body:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0330 8303 033
www.ico.org.uk

Changes to this privacy notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website www.insighthealthcare.org/our-services/well-being-at-work/

How do I contact you?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details for the attention of the Data Protection Officer:

Buttress House
36 Brenkley Way
Seaton Burn
Newcastle upon Tyne
NE13 6DS

Tel: 0191 217 0377