

DCTC Ltd Privacy Policy

Pursuant to General Data Protection Regulation 2018

This privacy policy will explain how DCTC Ltd uses the personal data collected from anyone who contacts and/or uses the services of Dublin Counselling & Therapy Centre.

This policy covers the following matters in relation to the privacy of service users:

- What data do we collect?
- How do we collect this data?
- How will we use this data?
- How do we store this data?
- What are your data protection rights?

What data do we collect?

DCTC may collect the following data depending on the clinical service or programme of studies that is subject of the engagement:

- Personal identification information (Name, date of birth, nationality, email address, phone number, etc.)
- Information contained in referrals for clinical services
- Clinical data in respect of your engagement with DCTC clinical services (client notes, medical histories, client correspondence, etc.)
- Personal information disclosed on application forms, assessment forms and all other submissions in respect of an engagement with any DCTC educational and/or training programmes.

How do we collect your data?

- Personal data is provided directly to DCTC in response to direct request from us. We do not collect any personal data when someone visits the DCTC website.
- DCTC may receive personal data directly from a referring agency or practitioner.
- Clinical data is compiled by DCTC practitioners in respect of clinical services offered.
- Training data is compiled by DCTC training staff members in respect of participation in DCTC training programmes.

How will we use your data?

DCTC collects personal data so that we can:

- Process and manage all aspects of an engagement with our clinical services.
- Process and manage all aspects of an engagement with DCTC educational and/or training programmes.

How do we store your data?

DCTC securely stores personal data at 41 Upper Gardiner Street, Dublin 1 as follows:

- Clinical and training records are stored in locked metal cabinets, accessible only to DCTC professional and administrative staff members.
- Clinical records are anonymized and identifiable only by a unique code number assigned to each service user.
- Clinical records are not made available to anyone unless lawfully required by a court order or by the client pursuant to a data protection request.
- Appropriate security is applied to the DCTC website and email accounts. All computer files stored on the DCTC computer system are password protected.
- DCTC will keep personal data for the period of engagement with any service and for 7 years following disengagement from a clinical service or for an unlimited period in respect of any engagement, clinical or educational, which warrants the indefinite preservation of such records.

What are your data protection rights?

DCTC would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- **The right to access** – You have the right to request DCTC for copies of your personal data. We may charge you a small fee for this service.
- **The right to rectification** – You have the right to request that DCTC correct any information you believe is inaccurate. You also have the right to request DCTC to complete the information you believe is incomplete.
- **The right to erasure** – You have the right to request that DCTC erase your personal data, under certain conditions.
- **The right to restrict processing** – You have the right to request that DCTC restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** – You have the right to object to DCTC's processing of your personal data, under certain conditions.
- **The right to data portability** – You have the right to request that DCTC transfer the data that we have collected to another organization, or directly to you, under certain conditions. If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us as follows:
Email: info@dctc.ie Call us at: +353 1 8788236
Or write to us: Data Protection Officer, DCTC Ltd, 41 Upper Gardiner Street, Dublin 1

Changes to our privacy policy

Our Company keeps its privacy policy under regular review. This privacy policy was last updated on 15th May 2020.