



Registered Charity
No. 1137624

C/O University of Bradford, Phoenix South West Building, Off Shearbridge Road,
Bradford, BD7 1NX

01274 619522

info@bradfordbereavement.org.uk

BRADFORD BEREAVEMENT SUPPORT PRIVACY STATEMENT

The type of personal information we collect

We currently collect and process the following information:

- At initial contact (referral) we collect personal identifiers which are name, DOB, address, contact details, GP information and emergency contact details which is essential to access BBS services. We also collect other personal information, if you chose to share this with BBS, such as gender, ethnicity, sexuality, and (if any) disabilities.
- At assessment appointments we collect the following information: any previous counselling history, information on your current mood and mental health, any alcohol/ drug use, if you have any other professionals involved, information on presenting issues and how BBS can help, the nature of your bereavement and how you heard about BBS.
- Your counsellor will record brief notes from each of your counselling sessions.
- BBS will record any other relevant information that you give to BBS e.g. availability or any preferences.
- If you have consented to join BBS's mailing list.

How we get the personal information and why we have it

All of the personal information we process is provided to us directly by you for the following reasons:

- For you to access BBS's bereavement support services.
- For BBS to provide a professional service tailored to your needs.

We use the information that you have given us in order to

- To enable BBS to understand your current situation and therefore match you with a counsellor to best suit your needs.
- To enable your counsellor to contact you to plan/ amend/ and provide you with the professional counselling service requested by BBS.
- To seek feedback from you on your experience of counselling with BBS.
- To ensure BBS is meeting administrative, legal and contractual obligations.
- For data analysis purposes.
- To fulfill BBS's duty of care to safeguard you or others.
- Report statistics to funding providers.

We may share this information with

- As per your contract, if you give BBS information which leads BBS to believe that someone (including yourself) is in danger of serious harm BBS may need to consider a breach in confidentiality in accordance with BACP Ethical Framework and Local Safeguarding requirements. BBS will make every effort to discuss this with you first. Counsellors are bound by law to give information to the authorities where the law requires (e.g. child protection).
- 'First Response' / 'Crisis Team' services, as above, if you give BBS any information which leads BBS to believe that someone (including yourself) is in danger.
- If we are required by court order, BBS will share information.
- Statistical information is shared with BBS's funding providers. However, this does not include 'personal identifiers'.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting the office on 01274 619522 or info@bradfordbereavement.org.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

- Your information is securely stored.
- We keep all of your personal information for 3 years. We will then dispose your information by permanently deleting it from our secure platform database, in a non-recoverable format.
- If you re-refer to BBS within 3 years of your initial referral, your information will be updated as relevant and stored for the following 3 years.

Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@bradfordbereavement.org.uk, 01274 619522 and or C/O University of Bradford, Phoenix South West Building, Off Shearbridge Road, Bradford, BD7 1NX if you wish to make a request.



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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@bradfordbereavement.org.uk, 01274 619522 and or C/O University of Bradford, Phoenix South West Building, Off Shearbridge Road, Bradford, BD7 1NX.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>