



Sheffield Women's Counselling
and Therapy Service

Data Information Sheet for Clients

Saffron Sheffield is a specialised therapy and counselling service for women who are survivors of abuse and trauma. The nature of our service means that we are responsible for keeping sensitive, personal data safe, a responsibility that we take seriously.

We have a legitimate interest in obtaining, storing and using the necessary personal data we collect to provide specialised trauma therapy. We must collect this data to provide a safe and professional service and identify clients for safeguarding purposes. We will never sell your information to others. Information you provide is only passed on outside of Saffron Sheffield without your consent if we are legally obligated to (see section 8 below).

1. How we process and store your data

Website	When you express an interest or register for our service, your data is securely and anonymously processed but never stored by our website host, Squarespace . They store your data inside the EU and you can read their privacy policy here .
Email	When you express an interest, register for our service or start your therapy with us, you acknowledge that we will transfer your data to our Mailchimp account for processing. Your name and email address will be securely stored, and we will not share it with any third party. Mailchimp store your data inside the EU. Learn more about their privacy practices here .
Files	When you express an interest, register for our service or start therapy with us, your data will be securely stored in our password-protected online file server, hosted by Google Apps for Nonprofits , they store your data inside the EU.
Database	When you register for our service or start therapy with us, we save your records in your client file on our secure, password-protected and 2-factor authenticated client management system. We back up this data daily.
Locked Storage	We may hold a paper copy of your file while you are in therapy for use by your therapist before and during sessions. This paper file does not have your name on it. Instead, it has a client reference number, only used internally by us. The paper file is stored in a locked cabinet in a locked office when not in use by your therapist.

We follow the standard practice of keeping all client records, whether paper or digital, for seven years once therapy is completed. After seven years, all identifying personal data is deleted/destroyed, and only non-identifiable statistics remain.

If you have any questions about data protection, please contact our Data Protection Officer, Danielle Hogan, at office@saffronsheffield.org.uk or call our office on 0114 275 2157.

2. When you express an interest in our service

When you complete our [service update mailing list](#) form online or register your interest over the telephone, you provide us your name and email address. The lawful basis for us holding this data is consent. You can withdraw your consent at any time by unsubscribing via the link in any email you

have received from us or by contacting us directly. If you choose not to register for our service when our waiting list is open, you will remain on the service update mailing list until you unsubscribe.

3. When you complete a registration form for our service

When you complete our registration form either online or on paper, you provide the following data; Personal details, contact preferences, availability, GP's details, any previous psychological support you received or accessed (including Saffron Sheffield), the kinds of trauma and abuse you've experienced, specific medication you may take and any special requirements you have, including accessibility or language needs. We collect this data to more fully understand your situation before we begin our assessment process.

Within the registration form, we will also request the following data for equal opportunities monitoring;

Sexuality, living situation, caring responsibilities, employment status, ethnicity, religion and disability. This information will be anonymised and used to produce monitoring reports describing the diverse range of women who use our service. Completing the above monitoring information is optional and will not inform your assessment process or therapy offer.

If you do not attend an assessment with us and your case is closed, your personal data will remain on our database for seven years as per our retention policy. After seven years, all identifying personal data is deleted/destroyed, and only non-identifiable statistics remain.

4. When you attend an assessment and therapy sessions

Your therapist and our administrators will use contact details collected during the registration process for correspondence purposes. We will also record and store all appointment and attendance information, messages, emails and letters you send us. We use this information to ensure we provide a professional service and to report anonymous statistical data to our funders.

We use notes taken during the assessment process to inform your therapy offer and allocate an appropriate therapist. During therapy, your therapist will record a brief, factual summary of your experiences, symptoms and issues covered in each session. Only your therapist and our Head of Clinical Services, who abide by the same code of confidentiality, can view your assessment and therapy notes.

In clinical supervision sessions, all therapists discuss their work with a more senior therapist. Every supervisor abides by the same code of confidentiality as the therapist. Any notes made by the therapist for their supervision sessions do not refer to a client by name and are securely kept.

5. Online Therapy

We offer online video therapy sessions using the **Whereby** platform, which can be accessed using a PC, tablet or suitable mobile phone. To be able to engage with online counselling, we will use your personal email address or mobile phone number to send a link. You can read **Whereby's** Privacy Policy [here](#).

6. Virtual document signing

You may be required to sign documents virtually using **Xodo Sign**. Documents can be signed using a PC, tablet or suitable mobile phone. We will use your personal email address or mobile phone number to send documents to you. You can read **Xodo Sign's** Privacy Policy [here](#).

7. Evaluation and service feedback

We will ask you to provide feedback on our service. We use this feedback anonymously in materials created to inform others about our work. You can choose not to give your consent for this on the feedback form if you do not wish us to use your comments in promotional or fundraising materials.

8. Access to your records

You have a right to access the data we hold about you. To make a request, please email office@saffronsheffield.org.uk or call 0114 275 2157. In certain circumstances, you will have the right to request that we delete your client file. You also have the right to restrict how we process and move your data or object to its use. We will review any requests for these on a case-by-case basis in line with GDPR and our retention policy.

What is shared between you and your therapist is confidential within Saffron Sheffield, with the following exceptions:

Legal obligations

We have to share information if you disclose any of the following to your therapist:

- You have made income as a result of illegal activity
- You have participated in serious criminal activity
- You have had involvement in, knowledge of or intention to participate in a terrorist act

We will inform you of any potential breach of confidentiality.

Safeguarding & Child Protection

If your therapist believes you or another person is at significant risk of harm or injury, she will talk to you to agree on a way forward. She may also consult confidentially with their supervisor or another therapist within the team. She may also contact someone who can do something to reduce the danger, for example, your GP or Social Services. Your therapist will keep you informed about any action she might take.

The Children Act 1989, in conjunction with subsequent legislation, including the Children Act 2004, places a statutory requirement on health, education and other services to cooperate with local authorities in child protection to work together, including information-sharing, in conducting initial investigations of children who may be in need or subject to abuse, and in more detailed assessments. Where any concerns or disclosures are present that suggest a child is at risk, we are required to notify Children's Services.

Police or a Court of Law

All client notes will remain confidential to Saffron Sheffield unless requested by an authority such as the police or a court of law or because a professional body advises us to do so. When this happens, it is usually because a client is involved in a court case.

If such an authority requests records, we will endeavour to secure the client's consent and involve them in any decisions. If the client fails to consent or cannot be contacted, we may not release the information unless legally bound to do so, for example, if subpoenaed by a court of law or the police have a High Court Production Order.

In an emergency

If you become ill or lose consciousness on the premises, we may need to provide basic information about you to the emergency services.