



Sexual Abuse Listening Therapy

142 Union Street Plymouth
PL1 3HL
Tel: (01752) 600599
email@saltsouthwest.co.uk
www.saltsouthwest.co.uk

PRIVACY POLICY

Our contact details

Name: SALT South West

Address: 142 Union Street,

Plymouth,

Devon,

PL1 3HL

Phone Number: 01752 600599

E-mail: email@saltsouthwest.co.uk

The type of personal information we collect

We currently collect and process the following information:

- **Essential information:** Name, email address and contact telephone numbers. This information is essential to deliver our services to clients.
- **Session notes** – from sessions you attend with our listeners.
- **Optional information:** Other personal information including but not limited to:
 - o age range
 - o gender identity
 - o sexual orientation
 - o ethnicity

How we get the personal information and why we have it

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

1. When you make initial contact with the service.
2. When delivering feedback on the service you have received.
3. Completion of optional statistical information.



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

1. Deliver our service to you.
2. Maintain and administrate our waiting lists.
3. Provide statistical information to our funding bodies.

(no information that could identify you is ever shared outside of SALT South West).

We may share this information with our funding bodies – all information is anonymised.

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

We have a legitimate interest. This means that we need to be able to hold and process your details in order to deliver our services to you.

Your consent. You are able to remove your consent at any time. You can do this by contacting email@saltsouthwest.co.uk.

How we store your personal information

Your information is securely stored both electronically and in paper format. Computer records are password protected; paper records are kept in a locked filing cabinet.

All information is only accessible to authorised SALT South West staff and volunteers.

How long do we keep your information?

Contact details from enquiry - 14 days

After initial contact with SALT South West if you do not confirm that you wish to be added to our waiting list for sessions, we will destroy all computer based and paper records after 14 days.

Whilst on our waiting list

If you decide you would like to be on our waiting list, we will hold your contact information on our records until we are able to offer you an assessment and listening sessions. You can withdraw from our waiting list at any time by emailing us: email@saltsouthwest.co.uk



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Whilst accessing our service

We keep your contact details and any session notes for one year following your last date of contact with us. We will then dispose of your information by shredding all paper records and deleting all personally identifying information from our computer systems.

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.

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 using the information below if you wish to make a request.

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Address: 142 Union Street,

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Phone Number: 01752 600599

E-mail: email@saltsouthwest.co.uk



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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:

SALT South West

Address: 142 Union Street,

Plymouth,

Devon,

PL1 3HL

Phone Number: 01752 600599

E-mail:email@saltsouthwest.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

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>