**Devon and Cornwall Counselling Hub**

**Privacy Policy**

Your privacy and the information you share with us is treated very respectfully by DCCH. This policy outlines how we collect the information we hold, what it is and what we use it for.

DCCH is committed to your privacy. We have confirmed our commitment by registering with the Information Commissioners Office.

Our information management policy is summarised below.

**The information we collect about you**

We collect information about you when you enquire, apply and enrol on our courses. This information is obtained when you complete an online or paper application form and may be stored electronically using Microsoft Outlook (our email system) and Brightbooks (our accounts system) and on paper. We also collect information when you voluntarily complete learner satisfaction surveys and provide feedback. We collect information on behalf of the Counselling and Psychotherapy Central Awarding Body (CPCAB) The information we need to pass on to them is contained within the Candidate Registration Form that we will ask you to complete at the start of your course.

When you access our website, we may use your IP address to administer our website. We may use cookies to keep the style of the pages you are viewing consistent throughout the site and in the same state next time you return to us. You may also choose to subscribe to our newsletters via the website and if you do, your email address and name is stored by WIX, our website host.

**Your Information**

Information collected about you during your learning including any enquiries and applications will be used for educational administration, guidance, statistical research and health and safety purposes. We may also inform you about future courses and events that may be of interest.

Information will be shared with other organisations directly associated with funding, education support and guidance. We do this to support you during your time on our courses.

**How We Use Your Personal Information**

The personal information you provide will only be used by ourselves and the CPCAB and may be used by them to carry out their business as an educational awarding body. Your information will never knowingly be passed onto a third party for marketing or sales purposes.

Please be aware that accepting a place on a DCCH course gives consent for us to hold and use information about you as stated above. If you do not wish to give this consent, then we may not be able to offer you a course place and may withdraw any offer already made. If you have any concerns about this, please contact the Course Director.

**Unique Learner Number**

Some of the information you supply in the candidate registration form may be used by CPCAB in carrying out its functions when verifying your unique learner number and uploading your achievement data (if any) to your personal learning record and thereby fulfilling the requirements of the skills funding agency.

The Skills Funding Agency may share your ULN and Personal Learning Record with other education related organisations, such as your careers service, school, college, university, Government departments and public bodies responsible for funding your education.

The Personal Learning Record will be a lifelong record of your learning and qualifications, which will be accessible to you, organisations linked to your education and training and any other organisations you choose.

**Police**

In rare and extreme circumstances, we may be required to disclose personal data to the police or courts for the purposes of the prevention of detection of crime, or where it is necessary to protect your vital interests, in an emergency.

**Our website**

Our website and newsletter system are hosted and administered by WIX. They may hold non-personal information about you and the details you provide if you subscribe to our newsletters. For details of WIX privacy policy please visit <https://www.wix.com/about/privacy>

You can unsubscribe from our newsletter system at any time by clicking on unsubscribe on the latest newsletter you received from us, or by emailing us and asking us to remove you from the emailing list.

**Emails**

We will hold an electronic copy of any email exchanges between us for the duration of the time you are on a course with us and for up to 3 months after your course ends. In some situations, we may need to keep a record for longer than this period, such as in the event that there is complaint being dealt with.

**Access to your information and correction**

You may request a copy of the information that we hold about you. If you would like a copy of some or all your personal information, please forward a request in writing with a cheque for £15 payable to Devon and Cornwall Counselling Hub to the Course Director. The £15 fee is to cover the administration time needed to retrieve the information and present it to you.

You may ask us to correct or remove information that you think is inaccurate.

**Marketing**

We would like to send you information about courses and events of ours and other people or companies we work with, which may be of interest to you. We will not pass your details to others but may forward details to you. You have the right at any time to stop us contacting you for marketing purposes at any time, by letting us know that you no longer wish to receive this information. Email us at [devonandcornwallcounsellinghub@outlook.com](mailto:devonandcornwallcounsellinghub@outlook.com)

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