



Privacy Policy

Who we are

Options is a charity funded by local churches and registered with the Charity Commission (Registered Charity, number 1112366). This privacy policy explains how we use personal information we collect about you.

What information do we collect about you and how will we use it?

The information which we collect about you and use will be different dependent on the reason for our relationship with you:

- **For users of our counselling services**

We collect the contact information which you provide us with (your name, email, telephone number etc.) when you contact us via our website, via telephone or in person. We will use this information in order to provide you with the information or service you have requested and will not share it with anyone outside Options without your prior permission or unless we are required to do so by law.

As a matter of good practice, and after written agreement with you, records will be kept of our counselling meetings with you, to enable our counsellors to provide you with a safe, valuable service that is supervised well. These records will contain personal data and may also include sensitive information (about e.g. health). Every effort will be made to ensure that these confidential records are kept accurately and are stored securely in line with our Confidentiality Policy. We will not share these records with anyone outside Options without your written consent.

From time to time users of our counselling services have been referred to Options from a referring agency (e.g. a GP, Social Services, etc.) or are referred by Options to another agency for services. In these situations, the extent of the personal information to be shared with the other agency will be discussed with you and we will ask you to give your written consent for us to share the agreed information.

We may ask you to complete a client satisfaction questionnaire to help us to improve our services. If you choose to provide us with feedback on our services, any personal information you provide will not be shared with anyone outside Options.

- **For volunteers and staff**

We collect your personal information and use it to enable us to provide services in a well-managed manner that meet our legal obligations. We may process sensitive personal information in order to meet our legal duties but we will only collect and process your

personal information for these purposes and will not share it with anyone else unless we are required by law to do so. Details of our Data Protection Policy with regard to volunteers are set out in the Volunteers' Handbook.

- **For supporters**

We collect the contact information which you provide us with in order to contact you with the updates and information you have asked us for (e.g. prayer information, financial supporter updates etc.). We may use your information to contact you about new or different opportunities to support our work from time to time but we will not use your information for other purposes and will not share your personal information with anyone else without your prior permission.

If at any time you decide that you no longer wish to receive updates from us, you can ask us to remove you from our email updates.

Access to your information and correction

You have the right to ask us for a copy of the information which we hold about you. If you would like a copy of the personal information which we have collected, please write to the Centre Director at Options Pregnancy Resource Centre, 577 Kingston Road, Raynes Park, SW20 8SA.

You can also ask us to update and correct your personal information if you think our records are inaccurate by writing to the same address.

Cookies

Our server collects and provides us with non-personal information about visits to our website. We therefore will have your IP address, cookie information (about other sites you visit) and the page you requested on our website. We do not connect this non personal information to any personal information that we hold about you but we may use it to customise the content on our website that you see.

Other websites/agencies

Our website may contain links to other agencies and websites. Our privacy policy only applies to our website so if you do link to a different website from our page you will need to read that other website's privacy policy on how they use your data.

Security

Options is committed to protecting your privacy. Any personal information collected by us about you will be stored securely:

- Computers and/or computer files holding personal information will be safeguarded with passwords and stored securely when not in use
- Paper records containing personal information will be stored in locked cabinets which only Options is able to access.

How long we will keep your data

We will keep your data only for as long as we need it in light of the purpose it was given to us.

So for example, if you give us your contact details for us to call you back to explain our services, we will destroy your personal information after that phone call assuming you don't go on to use our services. If however, we have your personal information because you have used our counselling services, we will keep your data until such time as the counselling is complete and a reasonable time for any follow up action after counselling has expired.

How to contact us

If you have any questions about our privacy policy or the information which we have concerning you, please make your request in the first instance to the Centre Director, Options Pregnancy Resource Centre, 577 Kingston Road, Raynes Park, SW20 8SA.

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