

## YOUR RIGHTS UNDER THE GDPR

Under the GDPR you have a number of specific rights with regards to your personal information.

1. Right of access - you can contact us to find out what personal information we hold about you
2. Right to correction - if you believe that any of your personal information that we hold is incorrect or incomplete, please contact us as soon as possible. We will correct any information found to be incorrect
3. Right to erasure - if you want us to remove your personal information from our records, you can contact us to ask us to do that. We will remove the data as far as it is practically within our power, and where we are not legally obliged to retain it
4. Right to object - contact us if you want to object to how we are using your personal information
5. Right to restrict processing - you might be able to restrict how we process your information
6. Right to portability - you may have the right to have the personal information we hold transferred to another organisation
7. Right to complain - if you are unhappy with how we are managing your personal data, you can lodge a complaint with the UK supervisory authority, the Information Commissioner's Office (ICO), see back of this leaflet



### CONTACT US

Data Protection Officer  
01773 746 115  
help@sv2.org.uk  
www.sv2.org.uk

### COMPLAINTS

If you have a complaint you can contact the information commissioner's office (ICO) which is the data privacy supervisory authority in the UK.

Tel. 0303 123 1113  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)  
[www.ico.org.uk](http://www.ico.org.uk)

Charity Number: 1077863



## CLIENT PRIVACY NOTICE

General Data Protection  
Regulation (GDPR)

01773 746 115

sv2.org.uk

## YOUR PRIVACY

This Privacy Notice sets out how SV2 Supporting Victims of Sexual Violence Ltd. use and protect any personal information you give us when you use our services and your legal rights under the GDPR or other data protection laws which may apply.

SV2 is committed to ensuring your data privacy is protected. Should we ask you to provide personal information when using our services then you can be assured that it will only be used in accordance with this privacy notice.

This notice explains how we look after your information and what we do with it. Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

## PERSONAL INFORMATION WE MIGHT NEED

- Your name
- Your contact details such as email address, phone number, street address
- Your gender, ethnicity, sexual orientation, disability, any language difficulties
- Specific details regarding your history or an event related to you accessing our services. This may be in the form of assessments, outcome monitoring information, application forms, letters and/or notes in your file and may include dates for court
- Health information from your health worker

## WHY WE NEED THIS INFORMATION

We require this information to ensure that we understand your needs and to provide you with a better service and, in particular, for the following reasons:

- to be able to respond to your contact
- to provide services tailored to your needs
- to retain potential evidence in case of prosecution
- to fulfil our contractual obligations
- in line with the best practice guidance issued by the BACP (British Association for Counselling and Psychotherapy) for the retention of therapy records

## HOW LONG WE KEEP THIS INFORMATION

We will keep this information for no longer than seven years after you finish accessing our services.

## SECURITY

We are committed to ensuring your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable procedures to safeguard and secure the information we collect.

## CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information in the following ways:

- if you have previously supplied personal information to us
- if you have previously agreed to us processing your personal information

We will not sell, distribute or lease your personal information to third parties unless we have your permission to do so or are required by law.

## SHARING YOUR INFORMATION

We will only share your information with others with your express written consent. However, there are two specific exceptions to this:

- if we determine that there is a need to safeguard you or others
- if we are required to do so by a court order

Go to our website

