



PRIVACY NOTICE

Cardiff Consultancy Services is committed to protecting your privacy and information. We will only use information collected in accordance with the law and standards of work such as Data Protection Act 2018 and the General Data Protection Regulation.

This notice explains how your personal information is processed and for what purpose it is held.

The Partners of Cardiff Consultancy Services are classed as the Data Controllers for the purposes of data protection and our registration number in the Data Protection Register is: **ZA175363**. We can be contacted on 07511 724693 or cardiffconsultancyservices@gmail.com .

Why do we collect your information?

Healthcare professionals who provide you with care, maintain records about your health and any treatment or care you receive. These records help our counsellors to provide you with the best possible service.

What information do we hold and where does it come from?

Cardiff Consultancy Services holds records and information about you including:

- Personal identifiers and demographic information consisting of such things as your name, date of birth, title and gender.
- Your family, spouse and partner details
- Your contact details, including postal address, email address and telephone numbers
- Any contact Cardiff Consultancy Services has had with you such as appointments, emergency appointments, emails etc
- Notes and reports about your health
- Details about your treatment and care, including medication
- Relevant information from referring agencies.

How do we keep your information confidential?

We will hold your information on computers and paper and we use a combination of sound working practices and technology to ensure that your information is kept confidential and secure.

Reviewed: February 2026

Next Review: February 2028

We will protect your information by:

- Access controls - filing systems/cabinets to be locked at all times
- Record management – all records are stored confidentially and in secure locations.
- Computer controls – We have security controls to ensure our computers cannot be accessed by those not authorised to do so.

The partners of Cardiff Consultancy services have a legal obligation to keep information about you confidential and secure. There may be exceptional circumstances where your information is disclosed particularly in life or death situations or where the law requires information to be disclosed.

We will use the information provided to us such as email address, telephone number and postal address to contact you.

Data Retention

We will hold your data in accordance with the law and Cardiff Consultancy Services Retention Schedule. The schedule details the length of time we hold your records and is available on our website www.cardiffconsultancyservices.com

Your rights

As part of the Data Protection Act you have the following rights:

- Being able to request access to view or to obtain copies of what information Cardiff Consultancy Services holds about you. This is known as a Subject Access Request. We will provide this within 30 days.
- You have the right to have information about you amended should it be inaccurate.

Should you wish to make a Subject Access Request or have any concerns about how your information is managed please contact us on 07511 724693 or cardiffconsultancyservices@gmail.com

If you remain dissatisfied with our response please contact the Information Commissioners Office (ICO) via their website - www.ico.gov.uk