

Updated JMC/July 2025

Review JMC/July 2026

Reflect On Academy Privacy Notice (College)

Confidentiality

Counselling and psychotherapy are a private and confidential form of help. At Reflect On Academy we hold information about each of our clients and the counselling they receive in confidence. This means that we will not normally give your name or any information about you to anyone outside the organization. However, there are exceptional circumstances where the Centre might ethically or legally have to give information to relevant authorities, for example, if we had reason to believe someone, especially a child, is at serious risk of harm or to prevent a miscarriage of justice. We will discuss any proposed disclosure with you unless we believe that to do so could increase the level of risk to you or to someone else.

In any teaching, writing or supervision undertaken by our therapists for professional purposes, we guarantee to protect your anonymity by removing any information that might identify you.

PRIVACY POLICY

Who are we?

Reflect On Academy (ROA) is a counselling training establishment in Purley, Surrey, England. ROA offers a wide range of counselling courses. Our Data Protection Officer / GDPR Owner and data protection representatives can be contacted directly here: info@reflectonacademy.co.uk Tel: 0778 7172968

Privacy Notice (How We Use Visitor Information)

This privacy notice has been prepared in accordance with the General Data Protection Regulation 2016/679 ("GDPR") and the Data Protection Act 2018 and explains how Reflect On Academy collects, uses and shares your personal data and your rights in relation to the personal data we hold. This Privacy Notice concerns our processing of personal data of past, present and prospective visitors to ROA

How We Collect Your Information

Reflect On Academy may collect your personal data in several different ways:

- From the information you provide to us before visiting the college.
- When you communicate with us by telephone, email or via our website to make enquiries or raise concerns.

The Categories of Information We Collect

Data Protection

The information about confidentiality, as required, conforms to your rights to access personal data the Centre holds on you. The Centre keeps confidential records about its learners. All records are kept securely and are only seen by the authorized personnel of the Centre. These records are subject to the GDPR. We collect personal information including:

- first name or given name
- surname
- address
- telephone numbers
- email address
- date of birth
- occupation

Some of the information we collect is classified as sensitive personal data and we can only use such data where we have your explicit consent. This includes:

- nationality
- gender
- marital status
- physical and mental health
- financial information

Counselling Students

The following is the data we collect for those who apply to our counselling courses/become a student.

- Your name and contact details: for anybody making a course enquiry, we collect this information to identify you and to contact you regarding the course. If you choose to not go ahead on a course, we will ask your explicit permission to store your contact details to contact you regarding future courses. You have the right to request that we destroy your information and not contact you.
- Your application form: if you formally apply for our course, we will require the above details on our application form, as well as information such as your date of birth, ethnicity, emergency contact details etc. This informs our student information to ensure your safety and wellbeing and to ensure equal opportunities within our organisation.
- Declaration of health form: due to the psychological and emotional challenges of our courses, we require confirmation that you are not in a serious state of psychological difficulty when taking our course. We will ask you to fill out a declaration of health for this purpose to ensure your wellbeing.

- Your CV/cover letter and references: when you apply for a placement with us, or in some circumstances for our courses, we may require this information to inform your application process. This information is destroyed once you are no longer a student with us.
- Information shared: we take the confidentiality of your information very seriously. We will only, with your knowledge communicate with professional bodies such as BACP and the course Awarding Body about your student information. As our courses are QLS accredited, we must register your details with them as a candidate.

This means that we will not normally give your name or any information about you to anyone outside the organization. However, there are exceptional circumstances where the Centre might ethically or legally have to give information to relevant authorities, for example, if we had reason to believe someone, especially a child, is at serious risk of harm or to prevent a miscarriage of justice. We will discuss any proposed disclosure with you unless we believe that to do so could increase the level of risk to you or to someone else.

In any teaching, writing or supervision undertaken by our therapists for professional purposes, we guarantee to protect your anonymity by removing any information that might identify you.

Occasionally the Centre may be asked by our clients, or by external agencies such as the NHS, to write reports on the progress made in therapy. We are not normally able to do this because of our duty of confidentiality to our clients. However, we can in some circumstances, and on receipt of written consent from the client, provide brief information about the dates and number of sessions attended.

How We Transfer Your Personal Information Outside Europe We do not store or transfer your personal data outside Europe, unless written consent from you.

Requesting Access to Your Personal Data Under data protection legislation, you have the right to request access to your information. To make a request for your personal information contact info@reflectonacademy.co.uk . You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress.
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and claim compensation for damages caused by a breach of the Data Protection regulations.

If you have given your consent and wish to withdraw it, please contact info@reflectonacademy.co.uk

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Where processing of your personal data relies on your consent and you later withdraw that consent, we may not be able to continue to provide all or some aspects of our services to you and/or it may affect the provision of those services.

If you have a concern about the way in which Reflect On Academy College is collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Tell us about any changes to personal data by contacting info@reflectonacademy.co.uk

Contact to discuss anything in this privacy notice, contact info@reflectonacademy.co.uk

Website visitors

- Reflect On Academy (<https://reflectonacademy.co.uk>) do not use cookies to store personal information or to provide information to third parties.

Links to other websites

This privacy policy only covers pages within Reflect On website. It does not extend to sites to which a link is provided from Reflect On site.

Reflect On Academy (clients)

PRIVACY POLICY

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Occasionally the Centre may be asked by our clients, or by external agencies such as the NHS, to write reports on the progress made in therapy. We are not normally able to do this because of our duty of confidentiality to our clients. However, we can in some circumstances, and on receipt of written consent from the client, provide brief information about the dates and number of sessions attended.

Data Protection

The information about confidentiality, as required, conforms to your rights under the General Data Protection Regulation 2016/679 (implemented May 2018) (the GDPR) to access personal data the Centre holds on you. The Centre keeps confidential records and

statistics about its clients. All records are kept securely and are only seen by the authorized personnel of the Centre. These records are subject to the GDPR. We collect personal information including:

- First name or given name
- Family name or surname
- Address • telephone numbers
- Date of birth
- Occupation
- GP details

Some of the information we collect is classified as sensitive personal data and we can only use such data where we have your explicit consent. This includes:

- Gender
- Marital status

Where you do not grant consent, we will not be able to offer you the counselling sessions.

By signing this form, you are confirming that you are consenting that you have read and agree with the above

Client /Guardian Signature:Date

Therapist/Counsellor:Date.....

Contact

Your privacy is important to us, and we want to communicate with our client in a way which has their consent, and which is in line with UK law on data protection. As a result of a change in UK law, we now need your consent to how we contact you.

Please fill in the contact details you want us to use to communicate with you:

By signing this form, you are confirming that you are consenting to Reflect On Academy processing your personal data for the following purposes (please tick the boxes where you grant consent): -

I consent to Reflect On Academy contacting me by phone, email or text (regarding requested information and appointment only).

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Signed: _____ Dated: _____

Please note that all processing of your personal data will cease once you have withdrawn consent, other than where this is required by law, but this will not affect any personal data that has already been processed prior to this point.

Session Notes

If you wish Reflect On Academy to destroy your session notes, once you terminate the counselling sessions, please sign the underlying:

By signing this form, you are confirming that you are consenting to Reflect On Academy to destroy all session notes, once counselling completed

Client /Guardian Signature: Date

Therapist/Counsellor:.....Date.....