



Heart Wood CIO

GDPR Policy

Version: 4
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How do we collect your data?

We collect information about you by asking you in person or on forms provided.

Why do we collect or share data?

We collect information for 3 reasons.

- To provide for any needs you may have and keep you safe e.g. if you have any medical issues that would relate to working outdoors, or allergies.
- To help us know how helpful, or not, the group process is, in order to improve it and to provide some research evidence for what we are doing e.g. we will ask you about your experiences whilst on the course.
- To promote the work of Heart Wood – this may be in the form of questionnaires, photos or film. We ask for your permission separately for this and make sure we don't use your names.

What information do we collect and why?

- Name – so that we can clearly identify and make contact with you
- Age – so we know which group you can be part of (if applicable)
- Address – in order to be able to send you physical forms or documents that may need signing
- Email and telephone – so we can contact you with any updates on the project, and occasionally check in with you
- Emergency Contact – in the event we have to contact someone on your behalf
- Medical information - in case of illness or accident so we can offer appropriate support and tell any medical professionals
- Dietary & allergy information – in order that we can ensure any food prepared or offered during our sessions or training is appropriate
- Your evaluation information - to monitor progress and change in order to inform our research regarding the effectiveness of the group. We will keep any information that we use for research anonymous by not using your name.
- Photos, video footage and recordings - to document the work of Heart Wood, use for promotion and future fundraising, and to provide data for research purposes. We will only use this data with your permission and will issue a separate consent form about this.



Keeping your data secure

When you are registered on a project, you are assigned a participant code which replaces your name to ensure anonymity from any other Heart Wood staff and Trustees.

Any physical data which contains personal information, such as registration forms or consent forms, is either stored in a locked filing cabinet or box which is only accessible by the counsellors and the Heart Wood project manager. Personal data that we have received by e-mail or stored on a computer will only be kept for three months after the end of the project on password protected devices.

We will ask for your consent to store your data in this way when you register on a project.

Feedback

We would like to keep records of the feedback you give us when we ask about your experience of counselling with Heart Wood. They would be used in professional publications and to support funding applications and to evidence our work to funders. You would never be identifiable to anyone outside of Heart Wood or other participants in these records. We will ask for your consent for this when you register on a project.

Marketing and publicity

Heart Wood may on occasion use social media and other publicity as a way of promoting our work. Having images helps to communicate what we are doing. We also believe that images should be used sensitively and carefully particularly regarding social media platforms and so we specifically ask for your consent for this.

Sharing information

We will share your personal data if we perceive a serious risk of harm to you or another person. We will endeavour to speak to you first to explain what information we need to share and why, as well as who we will be speaking to. Usually this will mean speaking to the referral organisation and/or a parent or carer. With consent we may also share information with another service if we believe it is in the young person's best interest, for example to refer to another service or to receive support in school with a particular issue.

Contacting Heart Wood

If you have any concerns during the project and would rather discuss this with someone other than the project facilitators, in the first instance please contact Emma Ponsford, Heart Wood Manager on 01434 607726 or at admin@heartwoodcharity.org who can put you in touch with the Chair of Trustees.