

Privacy and Data Protection security policy – ‘STUDIO One’

‘We’ , ‘Us’ , ‘Our’ ‘ STUDIO One’, And ‘Itsallaboutyou counselling’ refers to the registered business partnership of Tina Hill-Art Reg MBACP & David Humeniuk MBACP Trading as ‘STUDIO One’.

‘Customer’ or ‘client’ refers to anyone enquiring about or, entering into agreements with ‘Studio One’, or ‘Itsallaboutyou’ and joining our mailing list or anyone booking any workshop run by Tina Hill-Art and /or David Humeniuk

This policy outlines STUDIO One’s procedures for collecting, storing and processing personal data. (‘personal data’ means data which relates to a living individual who can be identified from the data or from other information from that data.) in order to comply with the Data Protection Act (‘DPA’) 2018

This policy covers all the principles under the DPA. These are known as the 'data protection principles' and ensures information is:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant and not excessive
- kept for no longer than is necessary
- kept safe and secure
- not transferred outside the European Economic Area (EEA) without adequate protection

Contact details of the person responsible for taking the lead on compliance:

Tina Hill-Art. contact@studio1exeter.com. Is the registered data controller. Tina and David are data processors and are both also responsible for personal data, information on procedures dealing with both internal and external access requests and how the information collected is used.

What do we mean by privacy:

Privacy, in its broadest sense, is about the right of an individual to be let alone. It can take two main forms, and these can be subject to different types of intrusion:

- Physical privacy - the ability of a person to maintain their own physical space or solitude. Intrusion can come in the form of unwelcome searches of a person’s home or personal possessions, bodily searches or other interference, acts of surveillance and the taking of biometric information
- Informational privacy – the ability of a person to control, edit, manage and delete information about themselves and to decide how and to what extent such information is communicated to others. Intrusion can come in the form of collection of excessive personal information, disclosure of personal information without consent and misuse of such information. It can include the collection of information through the surveillance or monitoring of how people act in public or private spaces and through the monitoring of communications whether by post, phone or online and extends to monitoring the records of senders and recipients as well as the content of messages

Why we need the information we hold about an individual:

- We need to request and store your details in order to administer and deliver the service you have requested, and to comply with any legal responsibilities that ensue in the delivering of that service.

What we are going to use it for:

- To make contact with you, to record the relevant personal contact details you give consent for us to hold, to record emergency contact information, to administer your account with any of our businesses that sit under the ‘Studio One’ umbrella.
- For us to email our regular newsletter to those who have signed up to receive it,

Is the information is being held securely:

We store customer name and contact details in electronic and paper files and where we hold paper copies of signed agreements, they are in a locked cabinet. We store contact numbers and names on our mobile phone contact lists (the mobile phones used are *not* our personal mobile phones and have a passcode lock). Website sign-up /enquiry contact forms we receive are deleted from the email systems once we have made contact with you.

- Record of STUDIO *One* / Itsallaboutyou/Workshop attendee customer's fiscal account and their name & contact details are logged and recorded in a cloud based storage system shared between STUDIO *One* business partners only. The cloud based storage has a two-point authentication access for extra security. Documents accessed, up or downloaded within the cloud based system are encrypted at each end of that process.
- Customer names are used to identify income source in our accounts for HMRC tax return purposes
- If you have chosen to 'like' or 'follow' our business social media page, we do not hold data about that outside of that social media setting, but do use social media analysis tools to understand and improve our service
- In order to comply with strict regulations about mailing lists, our mailing list for newsletters is administered by www.mailchimp.com and the data stored on-line in their secure system. Their website has an SSL certificate and we have a dual authentication process in place to access the data held. You can unsubscribe by using the link in the newsletter. We use their analysis tools to understand the efficiency of the mailing and its content

About the security of our website:

www.studio1exeter.com & www.itsallaboutyoucounselling.co.uk have SSL certificates

An SSL certificate shows that the data connection to an Internet page is secured with a Secure Sockets Layer (SSL). This ensures that the transferred data cannot be read or modified by third parties. (You can recognize the encrypted connection to the lock icon in the address bar of the browser Browsers.)

This also secures the content you send through the contact form and emails.

How up to date the information is that we hold about you:

- The personal information stored is as given to us on initial contact, and updated as and when you inform us of any changes.
- Accounts will be up to date usually by the first week of the month after delivery of the service

When and how we delete the information, we hold about you:

On request, or at seven years after our last contact, according to ICO guidance. We delete by electronic means and destroy paper records by shredding.

When we pass on personal information:

We will only share personal information as follows:

- If during our contact time with you we become aware that there is a safeguarding risk to either the you or another person we will contact the emergency contact given and/or social healthcare/emergency services / professional body where appropriate
- Where you request us to do so
- Where we need to comply with a legal requirement to do so (a court order for example)
- Where we sell the business as a whole concern

Personal information is limited only to those with a strict need to know

We do not use CCTV or recording equipment on our premises.

How can I obtain a have a copy of information you hold about me or to have it removed?

You have a right of access to and deletion of your records, ask us, or see the guidance on:

<https://ico.org.uk/for-the-public/personal-information/>

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