

Privacy Notice



The UK General Data Protection Regulation (UK GDPR) protects the rights of individuals by setting out certain rules as to what organisations can and cannot do with information about people. A key element to this is the principle to process individuals' data lawfully and fairly. In order to meet the fairness and transparent manner part of the legislation we need to provide information on how we process personal data.

Metanoia Institute takes its obligations under the UK General Data Protection Regulation very seriously and will always ensure personal data is collected, handled, stored, and shared in a secure manner. The Institute is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

The following statement outlines the different personal data we collect and why, how it is used and with whom we share it. The statement also provides guidance on your individual rights and how to make a complaint to the [Information Commissioner's Office](#), the regulator for data protection in the UK. As such, the statement is divided into the following sections:

1. What personal data does the Institute process and why?
 - 1.1. Human Resources
 - 1.2. Student Records
 - 1.3. Metanoia Counselling and Psychotherapy Service
 - 1.4. CPD and Short courses
 - 1.5. Here4You
 - 1.6. Research Activity
 - 1.7. Marketing Preferences
2. How does the Institute safeguard personal data?
3. Special Categories of Data
4. With whom does the Institute share personal data?
5. How long does the Institute keep personal data?
6. Your responsibilities
7. Your rights
8. How to Complain

The Institute's official contact details are:

Data Protection Officer
Metanoia Institute
13 North Common Road
Ealing
London
W5 2QB
Tel: +44 (0)20 8579 2505
Email: dataprotection@metanoia.ac.uk

1. What personal data does the Institute process and why?

1.1. **Human Resources**

- 1.1.1. The Institute collects and processes a range of personal data in relation to staff, both academic and non-teaching in order to manage the employment relationship, namely:
- your name, address and contact details, including email address and telephone number, date of birth and gender;
 - the terms and conditions of your employment;
 - details of your qualifications, skills, experience and employment history, including start and end dates with previous employers and with the organisation;
 - information about your remuneration, including entitlement to benefits such as pensions or insurance cover;
 - details of your bank account and national insurance number;
 - information about your marital status, next of kin, dependants and emergency contacts;
 - information about your nationality and entitlement to work in the UK;
 - information about your criminal record;
 - details of your schedule (days of work and working hours) and attendance at work;
 - details of periods of leave taken by you, including holiday, sickness absence, family leave and sabbaticals, and the reasons for the leave;
 - details of any disciplinary or grievance procedures in which you have been involved, including any warnings issued to you and related correspondence;
 - assessments of your performance, including appraisals, training you have participated in, performance improvement plans and related correspondence;
 - information about medical or health conditions, including whether or not you have a disability for which the organisation needs to make reasonable adjustments;
 - equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.
- 1.1.2. The Institute collects this information in a variety of ways. For example, data is collected through application forms or CVs; obtained from your passport or other identity documents such as your driving licence; from forms completed by you at the start of or during employment (such as benefit nomination forms, declarations of interest forms, and Insurance); from correspondence with you; or through interviews, meetings or other assessments.
- 1.1.3. In some cases, the Institute collects personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks permitted by law and with your consent.
- 1.1.4. The Institute needs to process data to enter into an employment contract with you and to meet its obligations under your employment contract. For example, it needs to process your data to provide you with an employment contract, to pay you in accordance with your employment contract and to administer it (benefit, pension and insurance entitlements).

- 1.1.5. In some cases, the Institute needs to process data to ensure that it is complying with its legal obligations. For example, the Institute is required to check an employee's entitlement to work in the UK in order to deduct tax, to comply with relevant laws and to enable employees to take periods of leave to which they are entitled. For certain positions, it is also necessary to carry out criminal record checks to ensure that individuals are permitted to undertake the role in question.
- 1.1.6. In other cases, the Institute has a legitimate interest in processing personal data before, during and after the end of the employment relationship. Processing employee data allows the Institute to:
- maintain accurate and up-to-date employment records and contact details (including details of who to contact in the event of an emergency), and records of employee contractual and statutory rights;
 - operate and keep a record of disciplinary and grievance processes, to ensure acceptable conduct within the workplace;
 - operate and keep a record of employee performance and related processes, to plan for career development, and for succession planning and workforce management purposes;
 - operate and keep a record of absence and absence management procedures, to allow effective workforce management and ensure that employees are receiving the pay or other benefits to which they are entitled;
 - obtain occupational health advice, to ensure that it complies with duties in relation to individuals with disabilities, meet its obligations under health and safety law, and ensure that employees are receiving the pay or other benefits to which they are entitled;
 - operate and keep a record of other types of leave (including maternity, paternity, adoption, parental and shared parental leave), to allow effective workforce management, to ensure that the organisation complies with duties in relation to leave entitlement, and to ensure that employees are receiving the pay or other benefits to which they are entitled;
 - ensure effective general HR and business administration;
 - provide references on request for current or former employees;
 - respond to and defend against legal claims;
 - and maintain and promote equality in the workplace.
- 1.1.7. Where the Institute relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

- 1.1.8. Some special category personal data, such as information about health or medical conditions, is processed to carry out employment law obligations (such as those in relation to employees with disabilities and for health and safety purposes).

1.2. **Student Records**

- 1.2.1. The largest volume of personal data the Institute collects, and processes is in relation to students, at both undergraduate and postgraduate level and at various stages of the student life-cycle for the performance of the students' contract, namely:

- your name, address and contact details, including telephone number and email address as well as subject / area of interest are collected during the initial email/telephone enquiry;
- your name, address, contact details, date of birth, gender, nationality and country of residence, educational records to date, academic references, disability declaration and criminal conviction declaration are collected during the application process;
- during the enrolment stage and a student's time at the Institute further information is collected and/or updated such as a photograph for the Student ID Card, home and term-time addresses, entry and other qualifications, demographic information, funding, bursary and fee related information as appropriate. The Institute will also collect information needed to provide services in relation to disability, wellbeing or any other type of pastoral support; details of your course, enrolment status, attendance, progress and assessment results;
- the terms and conditions of your enrolment;
- a full occupational health check will be completed to allow Metanoia Counselling and Psychotherapy Service (MCPS) practitioners to commence a placement;
- other information collected at enrolment and/or updated during a student's time at the Institute includes religious belief, sexual orientation and ethnic origin.

- 1.2.2. The Institute may collect additional personal data where relevant in relation to placements, professional body requirements, applications for mitigating circumstances, appeals/complaints/disciplinary cases and any further optional student services.

- 1.2.3. The Institute collects and processes data during the enquiry and the admissions processes through consent in order to communicate with prospective students and to make appropriate admission offers; as well as to monitor equality and diversity objectives within the Institute as indicated in its [Access and Participation Statement](#).

- 1.2.4. The Institute also needs to process data about its students to enter into a contract with you and to meet its obligations under such contract. For example, it needs to process your data to provide you with an enrolment contract and receive payment from you in accordance with such contract; to identify you and communicate with

you in relation to services that you are entitled to under such enrolment contract; to administer student-related functions from original application through to graduation; to provide student support services, including financial, pastoral, IT and learning resources as well as alumni services where relevant.

- 1.2.5. In some cases, the Institute needs to process data to ensure that it is complying with its legal obligations. For example, the Institute is required to check a prospective student's entitlement to study in the UK or to access to student support and other available public funding. Information is also required to verify entitlement to travel discounts and other relevant schemes; or to monitor equality and diversity objectives within the Institute.
- 1.2.6. It is also necessary for the Institute to request criminal records information during the admission process to safeguard vulnerable adults.
- 1.2.7. In other cases, the Institute has a legitimate interest in processing personal data before, during and after the end of the enrolment contract. Processing student data allows the Institute to:
 - plan and account for the use of the services provided;
 - monitor, develop and update the Institute admissions policy to ensure it continues to operate effectively;
 - monitor, develop and update Institute systems to ensure they continue to operate effectively and securely;
 - maintain accurate and up-to-date enrolment records and contact details (including details of who to contact in the event of an emergency);
 - carry out assessment, monitor academic progress over the period of enrolment and where appropriate recommend award of qualifications;
 - authorise verification of enrolment status or of awarded qualifications post-study;
 - operate and keep a record of complaints, disciplinary cases and academic appeal processes, to ensure acceptable conduct within the Institute;
 - ensure effective general student administration;
 - respond to and defend against legal claims.

1.3. **Metanoia Counselling and Psychotherapy Service**

- 1.3.1. The Institute collects and processes a range of personal data in relation to students/practitioners, their supervisors and clients in order to deliver Counselling and Psychotherapy services to the community, namely:
 - your name and contact details, including telephone number and email address of clients over the telephone or email at the time of booking an assessment;
 - your date of birth, contact details, name and contact details of GP, employment status, statutory sick pay, prescribed medications, living situation, nationality, language, disability, gender, marital status, ethnic origin, religious belief and sexual orientation of clients via the Personal Details Form which you bring to the assessment;

- name and contact details of students/practitioners before the clinical placement begins and throughout its duration;
 - students/practitioners' disability and equality personal data for monitoring and reporting purposes before, during and after the placement;
 - name, contact details and qualifications of primary supervisors throughout their stay with the placement;
 - session notes and/or recordings.
- 1.3.2. MCPS also processes anonymised personal client data for clinical and professional purposes in line with the Institute's [Code of Clinical Ethics and Conduct](#), which includes meeting the requirements of current data protection legislation.
- 1.3.3. Finally, the Institute processes aggregated and pseudo-anonymised personal data as part of research activity in line with the Institute's [Code of Research Ethics and Conduct](#), which includes meeting the requirements of current data protection legislation.
- 1.3.4. The Institute collects and processes data about clients during the enquiry and the booking processes through consent in order to communicate with them, to enter into a service contract with them for the delivery of appropriate counselling and psychotherapy services.
- 1.3.5. MCPS also needs to process data about students/practitioners to meet the Institute's obligations under the enrolment contract with regard to the provision and/or coordination of clinical placements. For example, it needs to process your data to offer appropriate placements to its students.
- 1.3.6. The Institute needs to process data about clinical supervisors to enter into agreements with them and to meet its obligations under such agreements in addition to meeting its obligations under the student's enrolment contract. For example, it needs to process your data to provide appropriate supervision to students undertaking clinical placements and to administer the placement.
- 1.3.7. In some cases, the Institute needs to process data to ensure that it is complying with its legal obligations to deliver the appropriate counselling and psychotherapy service; or to monitor equality and diversity objectives within the Institute.
- 1.3.8. It is also necessary for the Institute to process personal data in the shape of session notes and/or recordings to safeguard vulnerable people.
- 1.3.9. In other cases, the Institute has a legitimate interest in processing personal data. Processing client, student/practitioner and supervisor data allows the Institute to:
- deliver appropriate counselling and psychotherapy services to the community in accordance with its mission;
 - check that appropriate supervision is in place;

- aid the students' learning through supervision and self-reflection;
- operate and keep a record of complaints to ensure acceptable conduct across the Institute;
- safeguard the client's interests;
- ensure effective general placement administration;
- respond to and defend against legal claims.

1.4. **CPD and Short courses**

1.4.1. The Institute collects and processes personal information in relation to students enrolled into Continuous Professional Development (CPD) and short courses at various stages of the student life-cycle for the performance of the students' contract, namely:

- your name, address, and contact details, including telephone number and email address as well as subject / area of interest are collected during the initial email/telephone enquiry;
- The Institute will also collect information needed to provide services in relation to disability.
- the terms and conditions of your enrolment;

1.4.2. The Institute collects and processes data during the enquiry and the admissions processes through consent in order to communicate with prospective students and to make appropriate admission offers.

1.4.3. The Institute also needs to process data about its students to enter into a contract with you and to meet its obligations under such contract. For example, it needs to process your data to provide you with an enrolment contract and receive payment from you in accordance with such contract; to identify you and communicate with you in relation to services that you are entitled to under such enrolment contract; to administer student-related functions from application through to completion; to provide relevant student support services.

1.4.4. In other cases, the Institute has a legitimate interest in processing personal data before, during and after the end of the enrolment contract. Processing student data allows the Institute to:

- plan and account for the use of the services provided;
- monitor, develop and update Institute systems to ensure they continue to operate effectively and securely;
- maintain accurate and up-to-date enrolment records and contact details;
- carry out assessment, monitor academic progress over the period of enrolment and where appropriate award completion certificates;
- authorise verification of enrolment status or of awarded certification post-study;
- operate and keep a record of complaints, disciplinary cases, and academic appeal processes, to ensure acceptable conduct within the Institute;
- ensure effective general student administration;
- respond to and defend against legal claims.

- 1.4.5. Some of our programme process anonymised personal client data for professional purposes in line with the Institute's Code of Clinical Ethics and Conduct, which includes meeting the requirements of current data protection legislation.

1.5. Here4You

- 1.5.1. The Institute collects and processes a range of personal data in relation to schools and their students in order to deliver counselling and psychotherapy services to them, namely:

- school contact details, including telephone number, address, and email address;
- school billing information and demographics;
- client's name and contact details, including telephone number and email address at the time of booking; as well as emergency contact details;
- client's reasons for booking the service / seeking counselling as well as session notes;
- counsellor's contact details, including telephone number and email address;

- 1.5.2. The Institute collects and processes your data through consent to enter into a contract with you and to meet its obligations under such contract. For example, it needs to process your data to provide you with a service contract and receive payment from you in accordance with such contract; to identify you and communicate with you in relation to the counselling services that you are entitled to under such service contract; and to administer functions from original booking through to the end of the relationship.

1.6. Research Activity

- 1.6.1. The Institute collects and processes personal information in relation to students and staff engaged in research activity at various stages of their life-cycle for the performance of their contract, namely:

- your name, address, and contact details, including telephone number and email address as well as subject / area of interest, level of study, student number (if applicable) and organisation are collected during the initial email/telephone enquiry.

1.7. Marketing Preferences

- 1.7.1. In order to provide you with marketing suited to your preferences, the Institute collects and processes information about you, namely:

- your name, address, and contact details, including email address and telephone number;
- your account information, including your username, password and personal preference information;
- information on how you use our website using cookies and web beacons, including what website pages you have visited, how long you stayed on them, which items you clicked on and your IP-address;

- information derived from your use of our services or marketing campaigns, using analytics to build up a profile based on your interests. These profiles are often based on online or subscription behaviour and population segments such as interests and counselling and psychotherapy modality.
- 1.7.2. The Institute sends information about new products and services, events, reaccreditation training and news it has obtained over the course of our relationship with you. It may also send marketing emails to persons who have expressed an interest in purchasing any of our products or services, or receiving information about forthcoming events, reaccreditation training and news.
 - 1.7.3. We only send marketing to you if you have given us consent to such marketing. Typically, consent is collected when you sign up to receive information, or when you enter into an employment or student contract with the Institute.
 - 1.7.4. If you no longer wish to receive marketing from the Institute, or you would like to update your marketing preferences, you can do so easily by following the instructions contained under section 6.8 of this privacy statement.
 - 1.7.5. You are under no statutory or contractual obligation to provide data to the Institute for marketing purposes. However, if you do not provide your marketing preferences, the Institute will not be able to send you marketing emails about new products or services, or information about forthcoming events, reaccreditation training and news.

2. How does the Institute safeguard personal data?

- 2.1. The Institute takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed or damaged, misused or disclosed, and is not accessed except by its employees in the performance of their duties. More details can be found in the Institute's [Data Protection](#), [IT and Telephone Acceptable Use](#) and [Bring Your Own Device Acceptable Use](#) policies and related guidance.
- 2.2. Human Resources (HR) personnel files are locked away in cabinets within an office with restricted and supervised access during office hours and locked after business hours; and on the HR Management systems restricted to HR access e.g. personnel file and IT systems. Where the Institute engages third parties to process personal data on its behalf e.g. payroll, they do so on the basis of written instructions, are under a duty of confidentiality and obliged to implement appropriate technical and institutional measures to ensure the security of data.
- 2.3. Student files are locked away in filing cabinets in a room with restricted access; other records are in an office with restricted and supervised access during office hours or locked away after business hours; and on the Student Records systems, accessed by the relevant administrative and support services staff under strict control by the Institute's Registrar and the Data Protection Officer. Where the Institute shares information with third parties who process your personal data in a joint capacity, for the provision of administrative and additional services or for the

public interest e.g. Middlesex University, library systems (please email dataprotection@metanoia.ac.uk to obtain a copy of the terms and conditions of use) or the Higher Education Statistics Agency (see HESA [privacy](#) and [collection notices](#)), etc. they do so on the basis of a written agreement, subject to terms and conditions and are under a duty of confidentiality as well as obliged to implement appropriate technical and institutional measures to ensure the security of data.

- 2.3.1. MCPS client, student/practitioner and supervisor files are locked away in cabinets within an office space with restricted and supervised access during office hours and locked after business hours; and on IT systems restricted to MCPS access. Unedited assessment paper notes are disposed of using confidential waste bags once electronic notes are written. Students/practitioners are provided with detailed instructions regarding confidentiality, limits of confidentiality, and acceptable way of disclosing personal data..
- 2.4. PCE-CfD records are held on the IT systems restricted to the PCE-CfD team, e.g. password protected database and secure network drive.
- 2.5. Here4You client records including session notes are held on the IT systems restricted to the Here4You team e.g. password protected database, case management system and secure network drive.
- 2.5.1. Data collected for marketing purposes is held on IT systems, accessed only by relevant administrative and support services staff under strict control by the Institute's Registrar and the Data Protection Officer.
- 2.6. Where the Institute shares information with third-party service providers they do so on the basis of a service agreement, are under a duty of confidentiality and obliged to implement appropriate technical and institutional measures to ensure the security of data.

3. Processing 'Special Categories' of Data

- 3.1. Your personal data may include 'special categories of data' as described under the UK GDPR. Such special categories include racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.
- 3.2. Metanoia Institute may process data relating to criminal convictions (e.g. if a course requires a Disclosure and Barring Service check or a student or staff member has an unspent conviction).
- 3.3. The special category data, such as ethnicity, religion or belief, are used for monitoring, statistical and research purposes in order to improve student satisfaction and attainment and ensure equality of opportunity and inclusion.
- 3.4. **HESA returns:** We are required to return important information (that will include your personal data) to HESA. Please see [HESA's collection notices](#) together with other supporting information
- 3.5. The Institute will put particular safeguards in place for the processing of special categories" of data (see detailed information on data which falls under this definition on the [ICO website](#)).

- 3.6. The lawful basis for processing special categories of data include:
- Consent:** The Institute will process certain sensitive information about you with your consent for example the use of ethnicity to ensure that you are not disadvantaged
- Necessary for reasons of substantial public interest:** This includes monitoring according to characteristics such as ethnicity or disability to ensure equality of opportunity. This is also the basis for processing data in relation to counselling.
- Necessary for the purposes of preventive or occupational medicine, medical diagnosis, the provision of health or social care or treatment:** This would relate to the provision of services through Student Services (or HR for staff), such as a Learning Support plan (LSP) or other support.

4. With whom does the Institute share personal data?

- 4.1. Employees' information will be shared internally on a 'need-to-know' basis with members of the HR, Payroll and recruitment teams, your line manager, managers in the business area in which you work and IT staff if access to the data is necessary for the performance of their roles.
- 4.1.1. The Institute shares employee data with third parties in order to obtain pre-employment references from other employers, obtain employment background checks from third-party providers and obtain necessary criminal records checks from the Disclosure and Barring Service.
- 4.1.2. The Institute also shares your data with third parties that process data on its behalf, in connection with payroll, the provision of benefits and the provision of occupational health services or the Institute Insurers and legal advisers for the purpose of providing insurance cover or in the event of a claim.
- 4.2. Prospective Students' information will be shared internally on a 'need-to-know' basis with members of the student records administration and recruitment teams, including the relevant Heads of Programme and relevant members of the academic Senior Management Team, only if access to the data is necessary for the performance of their roles. Enrolled students' information will also be shared internally on a 'need-to-know' basis with members of the student records administration and teaching teams, finance, the Disability Support Officer (where appropriate), library and IT staff if access to the data is necessary for the performance of their roles. The personal data that is shared will always be limited to what the staff member needs for the performance of their role.
- 4.2.1. The Institute is required to share personal data of enrolled students with certain organisations in order to meet statutory requirements or to provide services to students. Sharing will always be undertaken in line with the requirements of data protection law and with your consent. The personal data that is shared will always be limited to what the other organisation needs to meet its requirements or deliver its services.
- 4.2.2. The information below outlines the key partners with whom the Institute shares personal data of enrolled students on a periodic basis:

- Middlesex University in order to process the administration of enrolment onto and graduation from the relevant validated/joint programme(s). For further information please visit the MDX [privacy pages](#);
 - Professional and Funding Bodies for validation of registrations and awards as well as approval of funding applications;
 - National/Local Government Departments and other public bodies such as the [Office for Students](#) (OfS) or the [Higher Education Statistics Agency](#) (HESA) to produce a variety of anonymised statistical reports about higher education that are in the public interest; the [Student Loans Company](#) in connection with grants, fees, loans and bursaries; the courts, the police and other organisations with a crime prevention or law enforcement function; the [National Student Survey](#) (NSS) undertaken by OfS. For the purposes of this survey your contact details may be released to OfS, and their appointed agent (Ipsos MORI) may contact you directly to take part in the survey. The personal data will not be used for any other purpose than the survey, and will not be passed on to any other parties/companies. All your answers will be kept confidential. Final year undergraduate students will receive more information about the NSS before the survey takes place. We may also share some of your personal information to Council Tax Offices to confirm enrolment status.
 - Other individuals / organisations such as External Examiners for examination, assessment and moderation purposes; the Institute's insurers and legal advisers for the purpose of providing insurance cover or in the event of a claim; the [Office of the Independent Adjudicator](#) (OIA) to review student complaints that have progressed to external scrutiny; the [Information Commissioner's Office](#) (ICO) for the purpose of providing necessary information in the event of a cause for concern raised by you; current or potential employers to provide references and verify details of your qualifications; current or potential providers of education to provide references and verify details of your qualifications; law enforcement agencies (only as required or appropriate and in line with Data Protection legislation); relevant authorities dealing with emergency situations at the Institute; other HE institutions or employers where the student is involved in an exchange or placement programme;
 - Disclosures to organisations not listed above will be made only where there is legitimate reason. Consent from the student will be sought where necessary and students will be informed of such disclosures unless exceptional circumstances apply.
- 4.3. MCPS client information will be shared internally on a 'need-to-know' basis with employed staff and volunteers who are student-trainees at Metanoia Institute, including Assessors, Therapists, Receptionists, Research team and the MCPS team if access to the data is necessary for the performance of their roles.
- 4.3.1. Assessment notes will be accessed by student/practitioners and assessors; personal details may be accessed and shared with the MCPS and Research teams; student/practitioners' information will be shared with assessors and MCPS staff; and clinical notes will be accessed by practitioners and MCPS staff. The personal

data that is shared will always be limited to what the staff member needs for the performance of his/her role.

- 4.3.2. All students/practitioners undertaking a placement within MCPS are contractually bound to confidentiality under the terms specified in the MCPS Counselling Psychotherapy Agreement. The agreement prevents them from disclosing information about the counselling/psychotherapy process and their clinical notes to third parties (except where 3.3.4 to 3.3.7 apply).
- 4.3.3. MCPS Staff and Assessors have access to clinical notes and assessment notes. Counsellors/psychotherapists regularly present their work during clinical supervision in order to monitor and improve it. All supervision is undertaken on a confidential basis and only using the client's first name.
- 4.3.4. MCPS practitioners work with a medical cover and they may at times need to contact your GP or other professional involved. Disclosure to such third party will be done with your permission and discussed in the session prior to any contact. Where the client's or another person's safety were severely compromised, the practitioner may contact the third party without any prior discussion.
- 4.3.5. Disclosure may be required without prior consent in order to discharge our duties under relevant counter-terrorism legislation, to comply with safeguarding legislation or to prevent crime. Additionally, a counsellor/ psychotherapist may be required to answer questions about a client in a court of law to exercise or defend a legal claim.
- 4.3.6. A student/practitioner will only make a disclosure in response to a request from a client where there is evidence that s/he has granted informed consent. Where disclosure to a third party is necessary, this will be in the form of a written report.
- 4.4. Clinical data will be shared internally on a 'need-to-know' basis with the supervisor and assessor with whom the student is working, the relevant Associate Director of Education and the administrator if access to the data is necessary for the performance of their roles.
- 4.5. Here4You client information will be shared internally on a 'need-to-know' basis with the counsellor with whom you are working, the Director of the Service, the Schools Counselling Liaison and the administrator if access to the data is necessary for the performance of their roles.
- 4.6. Data that we have collected from you for marketing purposes will be shared with or accessed by the relevant administrative staff internally under strict control by the Institute's Registrar and Data Protection Officer; and only if access to the data is necessary for the launch of an appropriate marketing campaign.
- 4.6.1. The Institute is required to share your data with certain organisations in order to meet our legal obligations, for example to address our statutory requirements or a court order during a legal claim or dispute. Sharing will always be undertaken in line with the requirements of data protection law and with your consent. The personal

data that is shared will always be limited to what the other organisation needs to meet its requirements or deliver its services.

4.6.2. The information below outlines the key partners with whom the Institute may share personal data of collected from you for marketing purposes:

- the [Office of the Independent Adjudicator](#) (OIA) to review complaints that have progressed to external scrutiny;
- the [Information Commissioner's Office](#) (ICO) for the purpose of providing necessary information in the event of a cause for concern raised by you.

Where we share information outside of the European Economic Area, we ensure that appropriate safeguards are in place to protect your personal data. See our Privacy and Cookies Policy and our Data Protection Policy for more information.

5. How long does the Institute keep personal data?

5.1. The Institute has a [Record Retention Schedule](#) in place for the different categories of data it holds.

5.2. In some cases, there are good reasons as to why the Institute needs to retain data about students, clients, and other individuals for a significant period of time. The most important reasons are outlined below:

- in order that student awards can be verified in the long-term;
- to produce transcripts and references;
- for alumni services and ongoing relations with the Institute;
- to deal with complaints, appeals and disciplinary cases;
- for statutory reporting purposes and in order to complete statutory surveys such as the Graduate Outcomes Higher Education surveys;
- in order that student placements can be verified in the long-term;
- to provide continuity of service to MCPS clients;
- to exercise or defend legal claims or settle disputes;

6. Your responsibilities

6.1. Employee responsibilities

6.1.1. Employees have some obligations under their employment contract to provide the Institute with data. Employees are required to report absences from work and may be required to provide information about disciplinary or other matters. Employees may also have to provide the Institute with data in order to exercise statutory rights, such as in relation to statutory leave entitlements. Failing to provide the required personal data may mean that the Institute will be unable to exercise your statutory rights.

6.1.2. Certain information, such as contact details, your right to work in the UK and payment details, have to be provided to enable the Institute to enter a contract of employment with you. If you do not provide the required information, this will hinder the Institute's ability to administer the rights and obligations arising as a result of the employment.

6.1.3. All staff must follow the requirements of the Data Protection Policy and related policies and guidance.

6.2. Student responsibilities

6.2.1. Students have some obligations under their enrolment contract to provide the Institute with data. Certain information, such as contact details, your right to study in the UK and payment details, have to be provided to enable the Institute to enter an enrolment contract with you.

6.2.2. Students are required to report absences and may be required to provide information about disciplinary or other matters. They may also have to provide the Institute with data in order to exercise statutory rights, such as in relation to student

support entitlements. Failing to provide the required personal data may mean that the Institute will be unable to exercise your statutory rights.

6.2.3. All students who handle personal information of which the Institute is directly or indirectly responsible for must follow the requirements of the [Data Protection Policy](#) and related policies and guidance.

6.2.4. As a student, your responsibility is to follow instructions regarding the storage and processing of personal data provided by the Institute.

6.3. **Client responsibilities**

6.3.1. Both MCPS and Here4You clients have some obligations under the terms of the services agreement to provide the Institute with data. Certain information, such as contact details or other personal sensitive information, have to be provided to enable the Institute to deliver the appropriate counselling and psychotherapy service(s).

7. **Your Rights**

7.1. The lawful basis that the Institute uses for the processing of your personal data can affect which rights are available to you:

Lawful basis	Right of Access	Right to Rectification	Right to Restrict	Right to Erasure	Data Portability	Right to Object
Consent	✓	✓	✓	✓	✓	✗ ¹
Contract	✓	✓	✓	✓	✓	✗
Legal Obligation	✓	✓	✓	✗	✗	✗
Vital Interest	✓	✓	✓	✓	✗	✗
Public Task	✓	✓	✓	✗	✗	✓
Legitimate Interest	✓	✓	✓	✓	✗	✓

7.2. As the Data Subject (whose personal information we process) you have the right to withdraw consent from the processing of your personal data by the Institute at any time, if your consent was sought to use your personal data.

7.3. **Right of Access**

7.3.1. You have the right to ask the Institute what personal data we hold about you, and to ask for a copy of that data. This is called making a Subject Access Request.

¹Rather than a right to object, the individual has a right to withdraw consent

- 7.3.2. A [Subject Access Request](#) should be submitted in writing to the Data Protection Officer (dataprotection@metanoia.ac.uk) or in hard copy to the postal address provided above.
- 7.3.3. The Institute reserves the right to ask you to provide proof of identification and for you to clarify your request if it is unclear in the first instance. You will receive a reply no longer than 30 calendar days from the date you make the request in writing.
- 7.3.4. If you are unhappy with the initial response, you can ask the Institute to undertake a further search if there is specific information you have good reason to believe exists but that has not been provided.

7.4. **Right to rectification**

- 7.4.1. If you believe the Institute holds information about you that is factually incorrect, please contact:
- The Registrar (registrar@metanoia.ac.uk) if you are a student on a full-training course, or
 - Your Academic Coordinator if you are a student on a CPD or short course
 - MCPS (MCPS@metanoia.ac.uk) if you are a practitioner or a client, or
 - Human Resources (hr@metanoia.ac.uk) if you are a member of staff
 - Data Protection Officer (dataprotection@metanoia.ac.uk) if you are unsure whom to contact
- 7.4.2. The Institute should update your record within one calendar month.
- 7.4.3. You must submit your request in writing as indicated above or in hard copy to the postal address provided above.
- 7.4.4. The Institute reserves the right to ask you to provide proof of identification and for you to clarify your request if it is unclear in the first instance. You will receive a reply no longer than 30 calendar days from the date you make the request in writing.

7.5. **Right to erasure**

- 7.5.1. You have a right to have personal data erased and to prevent processing in specific circumstances:
- where you believe that the personal data is no longer necessary in relation to the purpose for which it was originally collected and processed;
 - when you withdraw consent;
 - when you object to the processing and the Institute has no overriding legitimate interest for continuing the processing;
 - when your personal data was unlawfully processed, or the Institute is found to be in breach of UK GDPR in relation to your personal data.
- 7.5.2. The Institute reserves the right to refuse to comply with a request for erasure where processing specified under 4.2 and/or lawful bases other than consent apply.

7.6. **Right to restrict processing**

7.6.1. The Institute will block the processing of your personal data in the following circumstances:

- when you contest the accuracy of the personal data we hold about you;
- when you object to the processing of any personal data that we hold about you for the legitimate reasons in the public interest unless the Institute has legitimate grounds to override your request;
- when processing is unlawful, but you do not wish to exercise the right to erasure;
- when you require the data to defend a legal claim despite the Institute no longer needing the data.

7.7. **Right to data portability**

7.7.1. You have the right to obtain and reuse the personal data that you have provided to the Institute based on consent, or for the performance of a contract if the processing is carried out by automated means.

7.8. **Right to object**

7.8.1. You have the right to object to the Institute's processing of the following:

- processing based on legitimate interests or the performance of a task in the public interest;
- direct marketing; and
- processing for purposes of scientific/historical research and statistics.

7.8.2. The Institute reserves the right to refuse your request if it can demonstrate legitimate grounds for the processing which override your rights or if the processing is for the defence of legal claims.

7.8.3. As the Data Subject (whose personal information we process) you have the right to withdraw consent from the processing of the personal data we have collected from you for marketing purposes at any time.

7.8.4. You can alter your preferences, withdraw consent, subscribe and manage how we use the data we collect from you for marketing purposes by writing to the DPO at dataprotection@metanoia.ac.uk.

8. **How to Complain**

8.1. If you believe your request has not been dealt with properly or you have a complaint to raise against the Institute for any other data protection related issue, you can contact the [Information Commissioner's Office](#) (ICO). A complaint can be raised via their [website](#) or in writing to the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF