



Privacy Notice

Introduction

Amber CPC are committed to protecting and respecting your personal data.

This Privacy Notice explains what personal information we collect about people who interact with Amber CPC and visit our website. It covers how we use this information, how we protect it, and what rights you have. This is in accordance with the UK General Data Protection Regulations (GDPR).

Information we collect from you and why

1. Information that you provide voluntarily

- When you interact with us to ask about our services, we collect information including your name, telephone number, email address and the date and method of contact. This means we can respond to you, provide you with the information you've requested and keep internal records to support our operations.
- When you have an assessment with us for counselling support, we collect information including your date of birth, address, and GP. This means that we can comply with our legal responsibility to protect a client or another person if there is a concern that they are at risk of serious harm.
- When you complete an application for counselling support, we collect information including your age, ethnicity, gender, number of dependents, and occupation if you choose to share this with us. We also collect information about your pregnancy history and other relevant personal, health information so that we can provide our services.
- When you sign up to our newsletter and events emails, we collect information including your name and email address so that we can provide you with these communications.
- When you support us through making a bank transfer, we collect information including your name and bank account details so that we can process the donation.
- When you support us through Gift Aiding your donations, we collect information including your taxpayer status so that we can process the Gift Aid.
- When you apply for a job with us, we collect information including your name, email address, telephone number and employment history so that we can process the job application.

2. Information that we collect automatically
 - When you visit our website, we may collect some, or all, of the following information through cookies (this information is anonymous; it doesn't tell us anything about who you are, it is simply used to enable us to analyse and improve the content and operation of our website):
 - the areas of the website you visit and when
 - how you came to our website, for example directly or through a search engine
 - the country, region, city and/or borough associated with your IP address or device
 - the type of device, browser, and operating system you use.
3. Information that we obtain from third party sources
 - When you support us through donating on Give As You Live Donate and give them permission to share your details, we collect information including your name, email address and payment details so that we can process the donation and keep internal records of our fundraising.
 - When you sign up to an event through Eventbrite or similar and give them permission to share your details, we collect information including your name, email address and payment details so that we can provide you with event details and keep internal records of our fundraising.

Who do we share personal information with?

We will not sell or rent your information to third parties, and we will not share your information with third parties for marketing purposes.

We will not disclose your personal information to any third party without your prior permission unless we are required to do so by law.

Our website may contain links to third party sites which we have no control over. If you visit those sites, you should check you are happy with their own privacy policies and terms of use before providing any personal information. In addition, if you linked to our website from a third party, we cannot be responsible for the privacy policies and practices of that third party site.

Legal basis for processing personal information

Amber CPC will always make sure we have a legal basis to collect and use your personal information. The legal basis we rely on will change depending on the type of information and the context in which we collect it. Our main reason for collecting and using your personal information is to provide information and services to you.

Security

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it for as long as is reasonable and necessary. These timeframes will consider relevant legal and regulatory retention requirements (e.g., tax or health and safety requirements).

We keep counselling records for five years after counselling has ended. If a client is under 18, then this changes to five years after the client turns 18. Any counselling notes that are stored are anonymised. Notes are stored to support the counsellor and client in the counselling process. They are locked in a secure location or saved on secure Google Drive.

Any statistical information shared for publicity purposes will not allow any clients to be identifiable. No specific information about a client will be used publicly without their consent.

Your data protection rights

You can contact us using the details below:

- If you believe that we hold any incomplete or inaccurate data about you, and you want to ask us to correct and/or complete the information
- If you wish to request deletion of your personal information
- If you object to processing of your personal information or want to ask us to restrict processing of your personal information
- If you have signed up to our newsletter and/or event emails and would later like to opt-out, (or you can use the unsubscribe functionality in the communication you receive)
- If you want to ask us for copies of your personal information

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

Any personal information shared with us is treated in accordance with the UK General Data Protection Regulations (GDPR). To find out more about your entitlements under this legislation, visit the [Information Commissioner's Office website](#).

Your acceptance

By using our website and interacting with Amber CPC, you're agreeing to be bound by this Privacy Notice.

This Privacy Notice is reviewed regularly, so please check this notice periodically to ensure that you're up to date with any changes. This Privacy Notice was last revised in January 2022.

How to contact us

If you would like to exercise any of your data protection rights, make a complaint, or ask a query, please email us at contact@amberpregnancy.com or write to us C/O Data Protection Lead, Amber Crisis Pregnancy Care, SJ's, 56 Croydon Road, West Wickham BR4 9HU.

If you are unhappy with how we have collected, shared, or processed your personal information, and are unhappy about the way we have managed your complaint, you can also make a complaint to the Information Commissioner's Office via their [website](#).