



STUDENTERRÅDGIVNINGEN

Privacy notice at The Student Counselling Service

As of May 25, 2018, new rules have been enforced for processing of personal data in the form of the General Data Protection Regulation, GDPR. The intent of the regulation is to strengthen and unify data protection for individuals within the European Union.

Therefore, we kindly ask you to read this privacy policy prior to your first session to ensure that you know which data we collect about you, and so that you are familiar with your legal rights.

Which personal information do we collect about you?

We collect the following data to identify you in our client record system:

- | | |
|--------------------------------|---|
| ✓ First name and surname | ✓ Gender |
| ✓ Age | ✓ Address |
| ✓ Social security number (CPR) | ✓ Educational institution |
| ✓ Phone number | ✓ Reason for contacting the Student
Counselling Service. |
| ✓ E-mail | |

What is our legal basis for holding your personal information?

Your personal information is gathered and used for the purpose of providing the counselling you have attended for. The personal information is retained in order to document what happens during sessions and enable the counsellor to provide relevant and informed counselling. When you register, you consent to letting us collect and use your personal information to ensure you the best possible help and develop our counselling practice. You can retract your consent at any point by terminating your treatment.

Treatment method

We use the therapeutic treatment method *Feedback-Informed Treatment* (FIT) which enables us to track your progress and thereby provide you with the best help possible.

The method consists of two simple questionnaires, which your counsellor will ask you to fill out at the beginning and the end of each counselling session.

When using FIT we collect and retain the following data about you:

- ✓ First name
- ✓ Client record number
- ✓ Age
- ✓ Gender
- ✓ Information about your distress level



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As soon as you end your counselling at The Student Counselling Service, we pseudonymize all the before mentioned data. This means that we replace any identifying characteristics of data with a pseudonym, or, in other words, a value, which does not allow you to be directly identified. Hereafter we will only use the information for statistic purpose to document the effect of FIT.

Do we pass on your information to others?

We do not share your information with others unless you have given written consent to it, e.i. consent for your parents or other contact persons to call in and get information about your case, or to forward your journal to your doctor.

For how long do we retain your personal information?

The Student Counselling Service is bound by legal requirements regarding client data records. The law (§ 15 journalføringsbekendtgørelsen) requires us to retain client data records for 5 years if you have received counselling from a psychologist or a social worker and 10 years if you have received counselling from a psychiatrist.

None of your personal information is disclosed to third parties for any other purpose. Your personal information will only be disclosed if you consent.

What are your legal rights?

GDPR gives you the following rights regarding your personal information;

- The right of access
- The right to rectification
- The right to erasure or right to be forgotten
- The right to restriction of processing
- The right to be informed
- The right to data portability

Contact us

If you have any questions regarding above-mentioned legal rights please contact your counsellor or email us at persondata@srg.dk. We will make sure to attend to your request as quick as possible, but please allow a certain processing time depending on the complexity of your case. Our aim is to attend to all incoming requests with in a maximum of 2 months.

If you have any complaints regarding how we have processed your case please contact our Data Protection Officer, DPO Team ApS via e-mail srg@dpoteam.dk

If you wish to submit a complaint you can do that by contacting Datatilsynet (www.datatilsynet.dk).

Agreement

By engaging the services of The Student Counselling Service, you agree to your personal information is being managed in accordance with this privacy policy.