



SPORTING CHANCE

Privacy Policy

Last updated: 25th May 2025

Sporting Chance is committed to protecting and respecting your privacy. This policy explains how we collect, use, and protect personal information about the people who use our services, support our charity, or visit our website.

We are a registered charity (Charity Number: 1085817) and act as a “data controller” under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. What information we collect

We may collect the following types of information:

- Personal identification details (name, date of birth, contact details).
- Health and wellbeing information (relevant medical or psychological history you choose to share with us to support your care).
- Counselling records (session notes, assessments, care plans).
- Demographic details (such as age, gender, ethnicity – only where relevant and provided voluntarily).
- Financial details (donations, Gift Aid records, payment information).
- Website and digital information (IP address, cookies, online forms if you use our website).

2. How we use your information

We will only use your personal information where the law allows us to. This includes:

- Providing mental health, residential rehabilitation and counselling services.
- Safeguarding and protecting individuals at risk.
- Managing referrals, appointments, and ongoing care.
- Keeping appropriate records as required by professional standards.
- Processing donations and claiming Gift Aid.
- Communicating with you about our services, events, and fundraising (with your consent where required).
- Monitoring and improving our services.

3. Legal basis for processing

Depending on the type of information, our lawful bases include:

- Consent (for example, where you agree to receive our newsletter).
- Contract (where processing is necessary to provide counselling sessions or services you have requested).
- Legal obligation (for example, reporting safeguarding concerns or keeping financial records).
- Vital interests (to protect someone's life in urgent situations).
- Legitimate interests (for example, evaluating our services to improve support).
- Special category data (such as health information) is processed under Article 9(2)(h) UK GDPR: for the provision of health or social care.

4. Sharing your information

We will never sell your personal data. We may share information only when necessary:

- With counsellors, clinical supervisors, or support staff directly involved in your care.
- With emergency services or safeguarding authorities, if there is a serious risk of harm.
- With regulators, auditors, or insurers where required by law.
- With trusted third-party providers (such as secure IT or case management systems), under strict data protection agreements.

5. How we keep your information safe

We take appropriate measures to protect your personal data, including:

- Secure electronic systems with restricted access.
- Confidential record-keeping for counselling notes.
- Staff and volunteer training in data protection and confidentiality.
- Regular reviews of our security and retention policies.

6. How long we keep information

We keep your personal data only as long as necessary:

- Counselling records: usually 7 years after your last session, unless required longer for legal or professional reasons.
- Donation and Gift Aid records: 6 years.
- Other personal data: as long as you remain actively engaged with our services.

After this, information will be securely deleted or destroyed.

7. Your rights

Under data protection law, you have the right to:

- Access a copy of your personal data.
- Request correction of inaccurate information.
- Request erasure of your data (in certain circumstances).
- Restrict or object to processing.
- Request transfer of your data to another provider (data portability).
- Withdraw consent at any time (where consent is the legal basis).

To exercise your rights, please contact us (details below).

8. Cookies and website use

If you use our website, we may collect information using cookies. You can manage or disable cookies in your browser settings.

9. Contact us

If you have any questions about this Privacy Policy or how we use your data, please contact:

Data Protection Lead

Sporting Chance Clinic

Crouch House, Champneys Forest Mere, Liphook, Hampshire, GU30 7JQ

info@sportingchanceclinic.com

0870 220 0714

If you are not satisfied, you also have the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

