



Privacy Notice for Aquilis Counselling Services

This Privacy Notice sets out how Aquilis collects, uses and protects any personal information that you provide in respect of using Aquilis Counselling Services. Aquilis takes your privacy seriously and will only use your personal information to administer and provide the service you or your referrer have requested. Aquilis does not pass your details to any third party for marketing purposes.

This policy may change from time to time so please ensure that you have read the policy on our website before using our services. This policy is effective from 1 March 2026.

1. What personal information does Aquilis collect?

When you contact Occupational Health Administration at Portsmouth Hospitals NHS Trust, they will initially collect personal information from you, such as your name and telephone number. This is so you can be offered an Aquilis counselling assessment. This information will be recorded on their secure Occupational Health system, OPAS-G2 and subject to their data handling. It is necessary for them to have this information so that Aquilis counsellors can contact you and correctly identify you when you have this appointment. Aquilis are the clinical team of counsellors who will work with you when you engage in the service. To ensure Aquilis can provide the best service that we can we need to have a clear understanding of your history and current information. Therefore, during assessment, we will collect the following information:

- Name (first name, last name).
- Date of birth.
- Gender.
- Address.
- Contact information phone/email.
- General employment information.
- Information related to the reason for the visit.

We will also ask for information relating to Equality Diversity and Inclusivity (EDI) which will include:

- Any additional needs you may have for which we can support you i.e. mobility, hearing, communication and cultural.
- If you hold any religious beliefs.
- How you describe your ethnicity.
- How you describe your sexual orientation.
- Which pronouns you prefer to use.

Please note that regarding the EDI questions you are welcome to answer or not as you choose. It is helpful for us to collect and monitor this information to ensure we welcome everyone to our service.

2. How the personal information is collected.

Aquilis collects the personal information from:

- Occupational Health share your telephone number and your name and your initial telephone conversation to request counselling.
- You, during the initial counselling assessment. This information will be recorded within the assessment paperwork. A Clinical Outcomes in Routine Evaluations (CORE) data form will be completed as well as your signature to consent towards the Aquilis counselling contract.



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- If you are being referred by a third party Aquilis will be given your name and contact number, sometimes an address and sometimes the reason for the referral. We may receive this information by email, post or telephone.
- Website enquiries – Aquilis will ask you to provide your name and contact details. Aquilis will only use this information to respond to your enquiry. Please do not provide Aquilis with any highly personal information in your enquiry.

3. Why does Aquilis require this personal information?

The personal information is necessary to enable Aquilis to deliver the services you have requested. Under the Data Protection Act (and its subsequent General Data Protection Regulation).

4. How Aquilis processes and stores this personal information.

Aquilis is committed to ensuring that your privacy is protected and that the information Aquilis asks you to provide will be managed securely and will only be used in accordance with this Privacy Notice. In processing the personal information Aquilis uses a variety of systems which include:

Data Records:

Prior to the initial meeting with your counsellor the Occupational Health Mental Health Practitioner will have taken your name and telephone number. As previously noted, this information will be held on their own data viewer and will be subject to their data handling.

During your initial assessment meeting the counsellor will record your personal information on paper. This information will then be transferred to a password protected computer system. (OPAS-G2). The original paperwork will then be disposed of in the NHS confidential waste. Subsequent case notes will be recorded upon OPAS-G2 and held securely for a period of 8 years.

If you have provided your email address during the initial meeting Aquilis may use your email to contact you if:

- Aquilis has received an email from you.
- If Aquilis has been unable to return your communication by telephone.
- If you have emailed Aquilis to make contact
- If Aquilis has agreed to send information to you.

You will not get any unsolicited emails from Aquilis.

Telephone records:

Your first name/known name and contact number(s) may be sent by text message between Aquilis counsellors to arrange appointments/cancel appointments to ensure the quickest responses for you. When you have been allocated a counsellor they will store your name and contact number in their work mobile phone in case of emergency and to ease the booking of appointments. These details will then be deleted within one month of your counselling ending.

5. Who does Aquilis share personal information with?

Your personal information will not be shared outside of Aquilis other than to an Aquilis appointed counsellor or counselling supervisor for the purpose of case management, subject to these exceptions:



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- If you are at serious risk of harm to yourself or others.
- There is a risk of abuse to a patient/minor.
- You are involved in terrorism/drug trafficking/fraud against the trust/stealing drugs from the trust.
- If it is required by law.
- If you give your consent.

If you are referred by an external agency via an email referral, this will be via nhs.net which is a secure electronic system. The external agency will need to know the dates/number of sessions you attended to agree payment. Your initials will be included upon the invoice.

6. Controlling your personal information.

The General Data Protection Regulation (GDPR) gives you certain rights in relation to the personal information that Aquilis Counselling Services holds about you these are:

- You can access a copy of the personal information Aquilis holds about you (Subject Access Request).
- You can rectify any inaccurate or incomplete personal information.
- You have the right to object to Aquilis' processing of your personal information.
- You can ask Aquilis to delete or restrict how we use your personal information, but this right is determined by applicable law.
- You have the right to request that any information we hold is erased. Exceptions are if the information is needed to be retained for insurance or legal obligation

You can exercise the above rights by contacting Aquilis at:

Aquilis Counselling Services, Queen Alexandra Hospital, Southwick Hill Road, Cosham, PO6 3LY

Or email us at: pho-tr.occhealthclinicalinbox-sharedmailbox@nhs.net

Or telephone us: 02392 283636

7. How you can make a complaint:

If you believe there has been a data breach please contact the Data Controller (Head of Service, Occupational Health, Portsmouth Hospital Trust) immediately so Aquilis can investigate. If however, you think Aquilis is not processing your personal data appropriately you can register a formal complaint by contacting the Information Commissioners Office at: <https://ico.org.uk/for-organisations/report-a-breach/>.

8. How cookies are used:

A cookie is a small file which asks permission to be placed onto your computer's hard drive. Once you agree, the file is added and the cookie helps to analyse web traffic or lets you know when you visit a particular site.

Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

The Aquilis website does not use cookies.



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9. Links to other websites

The Aquilis website may contain links to other websites of interest. Please note that Aquilis does not have any control over other websites and cannot be responsible for your privacy or any information you provide whilst visiting other sites. Aquilis does not pass any personal data to such websites, other websites that you visit are not governed by this Privacy Notice.

10. Data controller and questions about this Privacy Notice

The Data Controller responsible in respect of this Privacy Notice can be contacted by either:

- Writing to the Head of Service, Safety and Wellbeing, Portsmouth Hospital Trust, Aquilis Counselling services, Oasis Centre Queen Alexandra Hospital, Southwick Hill Road, Cosham, Hampshire PO6 3LY. Please provide your name, address and phone number or email address.
- Email: pho-tr.occhealthclinicalinbox-sharedmailbox@nhs.net
- Telephone: **02392 283636**