



# KASA Privacy Policy

## **1. Introduction**

KASA (formerly KKRCC Ltd), will not collect any information about individuals, except where it is specifically and knowingly provided to them. At KASA we take your privacy seriously and endeavour to ensure your information is kept securely and safely, and can be accessed only by those who have authorisation to do so. KASA will process Personal Data in compliance with General Protection Regulation 1 ("GDPR") effective from 25<sup>th</sup>. May 2018. The Privacy Statement outlines how we manage the information you give us while you use this site.

## **2. What information does KASA collect?**

We retain two types of information:

### **i. Non-Personal Data**

In general, you can browse the website without telling us who you are or revealing any personal information about yourself. Like most websites, we gather statistical and other analytical information collected on an aggregate and anonymous basis from all visitors to our website.

### **ii. Personal Data**

Personal Data is data that identifies you or can be used to identify or contact you. Personal Data is collected only with your knowledge and permission, and is retained by KASA in a secure manner.

### **3. Confidentiality**

KASA offers a high level of confidentiality to its clients and will endeavour at all times to maintain client anonymity. However, there are circumstances in which we cannot guarantee complete confidentiality for both ethical and legal reasons. These are:

#### **Obligation under Child Protection Act 2017**

If a Client states the name or identifying details of a person(s) who may have abused children in the recent or distant past, the Centre has to pass this information to TUSLA Children & Family Social Work Services.

If a Client discloses any information which would lead us to believe that a child is currently being abused or at risk of abuse/neglect/harm, then the Centre has a duty of care to responsibly report to the relevant authority.

#### **Safety & Welfare**

If a Client clearly indicates their intention to end their life or to seriously harm themselves, a safety net will be discussed with the client. The Client will identify the preferred person to be contacted, e.g. GP, close friend or family member, who the Centre may call with or without the Client's permission.

Where a Client discloses a clear intention to harm or kill another person, discloses knowledge of criminal activity of a serious nature or causes the Centre to be concerned for the Client's safety, we would be compelled to responsibly report to the relevant authorities.

### **4. Disclosure of Information to Third Parties**

We will not disclose your Personal Data to third parties unless the disclosure is required to process your donation, to provide you with the service you have signed up for or as is required by law. In such circumstances, the third party is bound by similar data protection requirements.

### **5. Courts**

The courts on occasion may subpoena information from KASA, though this is rare

## **6. Under 18s**

Normally survivors who are under eighteen are seen with the permission of their parent(s) or guardian(s) and survivors who are under eighteen are encouraged to seek this permission.

However, we will see survivors who are under eighteen without the permission of their parent(s) or guardian(s) when it is deemed that the underage survivor has sufficient understanding to make the decision to receive counselling and where it is deemed in the best interest of the survivor to do so.

## **7. Reports**

When requested in writing and with written consent from the Client a statement of attendance for counselling at KASA will be provided. Victim Impact Statements will only be provided post conviction for the purpose of assisting in sentencing and when requested by the Court or the Client.

## **8. How will Information be used**

- Individuals information will be used for a number of purposes
- In order to maintain contact with clients, regarding scheduling appointments and other matters with which KASA may be aiding the Client (court accompaniment etc.) or attend another RCC.
- In order to provide the appropriate service to each individual client as the needs of all clients will not be the same.
- KASA keeps anonymised statistics on the number of Clients, the types of abuse experienced by Clients, age gender, education level, housing situation/type, country of origin, disability, ethnic origin, sexual orientation, legal status (refugee/asylum seeker). These statistics are held on a database and are anonymised. Individual Clients are not (and cannot be) identified in these statistics.
- This database is used for statistical purposes and equal opportunities monitoring. These statistics enable us to progress our work on behalf of all survivors of rape and sexual abuse. Information you provide is collated to help us demonstrate our impact to funders and develop our service to further meet users' needs.
- We also use these statistics in our education programmes and trainings in order to dispel some of the myths, which surround rape and to educate participants on sexual violence.

## **9. Notes**

The Counsellor may take notes pertaining to the counselling session. These notes belong to KASA and will be kept securely and confidentially, (with exceptions given under this policy) Clients can request to see these notes by applying in writing to The Manager of KASA. Clients can also request a copy of these notes via the same avenue. KASA will process your request within 30 days. The deadline may be extended to two months in certain situations.

## **10. How Long will the information be stored**

Client's information will be stored for a total of seven years from first contact with the Centre. We are obliged under professional law by our accreditation body and by our insurance to store Clients information for this length of time. This relates only to information kept in hard copy form. Statistical information, which is kept in soft copy form (anonymised database), is kept for an infinite amount of time.

## **11. How can a Client raise a complaint?**

Clients can raise a complaint by contacting the Manager, as follows:

**Email:** [info@kasa.ie](mailto:info@kasa.ie)

**Phone:** 056 7751555

**In Writing:** Manager,  
KASA,  
1 Golf View Terrace  
Granges Road Lower,  
Kilkenny R95 X259

If you have any questions regarding information contained in this document, please ask your Counsellor at your next appointment or contact the Manager.