

Data Protection Policy



Legal Notice & Data Protection Policy

Name of Charity: Maybe Southwest
Charity Number: 1172904

Registered Office:
Maybe Southwest Charity
Inwoods
Abbots Leigh Road
Bristol
BS8 3QA
Contact Details: Tel: 0794 1218072
Email: maybesouthwest@gmail.com
Regulatory Authority: [Charity Commission](#)

Privacy Notice for Patients – Children & Adults

HOW WE USE YOUR PERSONAL INFORMATION

This notice informs you why Maybe Southwest collects information about you and/or your child and how this information may be used.

Therapists working for Maybe Southwest are healthcare professionals, who comply to the professional standards set out by organisations such as the British Psychological Society, the British Association for Counselling and Psychotherapy and the Health and Care Professions Council.

Our records are stored both electronically and on paper and we use a combination of working practice and technology to ensure your information is kept confidential and secure, adhering to the guidelines set out by the organisations named above.

Records about you held by this charity may include the following information:

- Details about you, such as your address, contact details, previous history and previous treatment.
- Any contact that Maybe Southwest has had with you. Such as appointments, visits, advice given over the phone, via text message or email, emergency appointments etc.
- Notes about you and/or your child's health.
- Details about you and/or your child's treatment and care.
- Relevant information about your health from other Health Care Professionals.
- All the information that we have about you on paper is held securely on our premises and may be used for Clinical Audit or statistical purposes. Clinical Audit is to monitor the quality of service we provide. If used for statistics or audit your personal details will not be revealed, your identity and/or that of your child will remain anonymous.

HOW DO WE MAINTAIN THE CONFIDENTIALITY OF YOUR RECORDS

We are committed to protecting your privacy and will only use information collected lawfully in accordance with: General Data Protection Rules 2018, Human Rights Act 1998, Common Law Duty of Confidentiality and the Health Care Professions Council Code of Conduct.

Every therapist who provides a service to Maybe Southwest has a legal obligation to keep information about you confidential. We have put in place measures to protect the security of your information against accidental loss or disclosure, alteration, unauthorised access, destruction or abuse.

We limit access to your personal information to those employees, and other therapists, who have a need to know in the interests of your health. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

Who do we share your information with?

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We only pass on information about you to others if there is a genuine need for it and you have given your consent; for instance, your GP, an alternative therapist or other health care professionals, a solicitor or for court proceedings. However, **information may be passed on without your consent if we believe you or another person are at risk of harm.**

We will not disclose any information about you to any third party without your consent or in case of a child's information the parental consent, unless there are **exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and/or in accordance with the Caldicott principles.**

ACCESS TO YOUR PERSONAL INFORMATION

You have a right, under the General Data Protection Rules 2018, to request access to view or obtain copies of the information Maybe Southwest holds about you and to have it amended should it be inaccurate. In order to request this you need to make a request in writing, giving us proof of name (Photo ID) so that your identity can be verified. There is no charge for copies of the information held in your file. We are required to respond to you within 30 days.

HOW LONG WE KEEP YOUR DATA

In line with data protection principles, we only keep your data for as long as we need it for, which will be a minimum of the duration of your being a client with us and an additional eight years after the end of treatment, in keeping with the guidelines of the professional bodies stated above. In the case of children data will be kept until their 25th birthday.

To determine the appropriate retention period for personal data beyond eight years we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means and the applicable legal requirements. Once we no longer have a lawful use for retaining your information, we will dispose of it in a secure manner that maintains data security.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

RIGHT TO WITHDRAW CONSENT

Where you have provided consent to the collection, processing and transfer of your data, you have the right to withdraw that consent at any time. (Due to safety concerns, Maybe Southwest may not be able to provide a service to you without certain personal data storage consent.) In some cases, we may continue to keep the data to comply with the legal requirements as outlined by the professional bodies stated above. To withdraw consent, contact Dr. Sarah Pitt.

OBJECTIONS/COMPLAINTS

Should you have any concerns about how your information is managed at Maybe Southwest, in the first instance, please contact the Charity Director, Dr. Sarah Pitt. If you are still unhappy following a review by the Charity Director, you can then complain to the Information Commissioner's Office at www.ico.gov.uk.

CHANGE OF DETAILS

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for us to correct it.

NOTIFICATION & DATA CONTROLLER: Dr Sarah Pitt is registered with the Information Commissioner's Office as the Data Controller for Maybe Southwest Charity.