****

**How we look after and safeguard information about you!**

**The Gaddum Centre’s aim is to provide its service users with a high quality of service. To do this we need to keep records about you and the service we have provided or are providing.**

**We know that you value your privacy and the security of personal information held about you.**

Information Recorded

Information recorded may include:

* Basic details about you, such as address, date of birth, NHS number;
* Information for data monitoring, such as gender, ethnicity, religion;
* Any medication that has been disclosed by yourself;
* Referral and appointment information, such as dates, attendance rates;
* Other details about your health, such as GAD7 & PHQ9 scores.

As part of providing a professional, safe and efficient service, there is certain information that we record. This information will not be shared with anyone else except under the circumstances described below in ‘Sharing Information.’

Sharing Information

The information held about you will not be shared for any reason, unless:

* You ask us to do so;
* We ask and you give us specific permission;
* We are required by law, for example if case notes are needed for a police investigation;
* If you are believed to be suicidal.

If the service user lacks capacity to agree to a disclosure of information, The Gaddum Centre will act in accordance with the Mental Capacity Act 2005 Code of Practice where disclosure of information is in the best interests of the service user.

The types of people we may ask your permission to share information with include your doctor and other healthcare professionals.

Anyone who receives information from us also has a legal duty to keep this information confidential, subject to recognised exceptions of the types listed above.

Your Rights

You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence.

We also have our own Confidentiality Code of Conduct and all of The Gaddum Centre staff, trainees and volunteers have a requirement to keep records about you confidential, secure and accurate.

All our staff contracts and volunteer agreements contain a requirement to keep service user information confidential.

Your right to view your records

You have the right to ask for a copy of all the records The Gaddum Centre store about you.

There may be a charge to have a printed copy of the information held about you. Your request must be made in writing to the project holding your information. This will be either where you initial assessment/counselling sessions take place or the centre you go to for support. We are required to respond to your request within 40 days.

You will need to give adequate information in order for The Gaddum Centre’s staff to identify you (for example, full name, address and date of birth.) You will be required to provide ID, for example a passport, full driving license or credit/debit card before any information is released to you.

If you think any information we hold on you is inaccurate or incorrect, please let us know.