

How we keep your records confidential

Everyone working for Listening Ear (Merseyside) has a legal duty to keep information about you confidential.

You may be receiving care from other organisations as well as Listening Ear (such as the NHS or Social Services) and we may need to share some information about you so that we can all work together for your benefit. However, we will only ever use or pass on your information if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on. Anyone who receives information from us is also under a legal duty to keep it confidential.

We are also required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified professional in Listening Ear. Occasions when we must pass on information include:

- Where a formal court order has been issued

Our guiding principle is that we are holding your records in strict confidence.

How you can get access to the records we have for you

The Data Protection Act 2018 (DPA 18) allows you to find out what information about you is held on computer and in certain manual records. This is known as 'right of subject access' and it applies to your Listening Ear records.

You are entitled to view or receive a copy of your records. If you would like to see your records, please make a written request to us. You should be aware that in certain circumstances your right to see some details in your records may be limited in your own interest or for other reasons acceptable in law.

Further information

If you would like to know more about how we use your information and your rights under the DPA 18, please read the privacy notice on our website:

www.listening-ear.co.uk/privacy-policy

Alternatively, please contact our Data Protection Officer at the address below.

Email: **enquiries@listening-ear.co.uk**

Phone: **0151 488 6648**

Listening Ear (Merseyside) is registered as a data controller under DPA 18. The Company's registered address is:

St Nicholas Centre, 70 Church Road, Liverpool, L26 6LB

Our ICO registration number is **Z1029639**



Data Protection

Your information and what you need to know

This leaflet explains why information is collected about you and the ways in which it is used.

The aim of this leaflet is to provide you with an overview of how we use and handle your information. Detailed guidance may be found in the Privacy Notice on our website.

Why we collect information about you

Your counsellor or therapist keeps records about your mental wellbeing and any counselling you receive from Listening Ear (Merseyside).

These help us ensure that you receive the best possible support from us. They will be held securely on a computer.

The records may include:

- Basic details about you, such as address and next of kin
- Reasons for your referral
- Contacts we have had with you, such as counselling sessions
- Brief notes and reports about your wellbeing and any support you need
- Details and records about the counselling or therapy you receive
- Details of any risks to yourself or others
- Details of any other professionals who support you, or those who care for you and know you well

How our records are used to help you

Your records are used to guide and administer the support you receive to ensure:

- Your counsellor or other professionals involved in supporting you have accurate and up to date information to assess your wellbeing and decide what support you need in the future.

- Information is available to enable us to provide a safe and effective service to you
- There is a good basis for assessing the type and quality of support you have received
- Your concerns can be properly investigated if you need to complain

How your records are used to help us

- Your anonymised information may also be used to help us:
 - Audit our accounts and services
 - Investigate complaints, legal claims or untoward incidents
 - Make sure our services meet the needs of people we support in the future
 - Prepare statistics on our performance so that we can be paid by whoever commissions the service
 - Review the standard of our counselling and support to ensure it meets the highest standard
 - Teach and train counsellors and other professionals
 - Conduct research and development
 - Charge appropriately for our services where applicable
 - Send appointment reminders to you

We will only process your data for lawful purposes. For most of these purposes we will not require or ask for your consent. Where we would like to use your data for purposes not directly related to the provision of counselling and therapy (eg: research), we will either

Who are our partner organisations?

The principal partner organisations with whom your anonymised information may be shared are:

- Local Authorities
- NHS Trusts
- General Practitioners (GPs)
- NHS Clinical Commissioning Groups or Commissioning Support Units
- Charitable trusts