

How we keep your records confidential

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

We take confidentiality seriously. We will not disclose your information to third parties without your permission unless the law requires information to be passed on (e.g. we receive a court order). Anyone who receives information from us is also under a legal duty to keep it confidential.

There are four exceptions when Listening Ear is required to break confidentiality. you will be asked to sign a contract in your first session that says you understand this and allows us to do it. These are:

- Where you have discussed your part in an illegal activity such as drug trafficking or fraud
- Where you have disclosed your intention to harm another person
- Where you have disclosed your intention to harm yourself
- Where you have disclosed that someone is causing harm to you

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 and with your consent.

Making a Complaint

If you are unhappy with how we have handled your personal data, you can make a complaint in writing to us at the address below. We will respond to this in line with our Comments, Compliments and Complaints Policy. You can request a copy of this by email.

Further information

If you would like to know more about how we use your information and your rights under the DPA 18, please contact our Data Protection Officer at the address below.

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**

Email: enquiries@listening-ear.co.uk

Phone: **0151 488 6648**

Our ICO registration number is **Z1029639**



PRIVACY NOTICE 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.



Privacy Notice

The aim of this leaflet is to provide you with an overview of how we use and handle your information.

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

If we accept your referral to LE, we will process your data and a Service Coordinator will contact you initially to offer you an appointment. Your 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 anonymised statistics on our performance so that we can be paid by commissioners of the service
- Review the quality 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

How long is data kept?

We retain personal data for a maximum of 6 years.

What is the legal basis for our collection of personal data?

We will only process your data for lawful purposes to which you have consented. There are two legal bases we use when processing personal data. These are 'contractual necessity' and 'legitimate interest'.

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

How you can get access to your personal records?

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 or to request that we:

- correct information held about you that is inaccurate,
- cease the processing of your personal data
- delete your personal data
- provide your personal data in a portable format

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.

To exercise any of these rights, please complete and send us the Subject Access and Correction Request Form downloadable on our website.