

North Staffs Mind - GDPR Information

In accordance with the Data Protection Act 2018, GDPR, North Staffs Mind want to let you know about how we use your personal information.

All client records and notes are the property of North Staffs Mind and are held in a secure manner for 6 years following the end of therapy. Records of vulnerable adults or children where risk or safeguarding concerns have been identified will be kept for a longer period to satisfy contractual obligations. Practitioners are not allowed to keep their own notes outside of North Staffs Mind. This policy does not contravene the right of a client to request access to their records, in line with GDPR. Requests for access must be forwarded to the North Staffs Mind's Data Protection Officer for handling.

- Personal information such as Name, Address, Date of Birth, Gender, Ethnicity, GP details are kept to process your referral into our service.
- Personal information and session attendance may be shared with 3rd parties such as GP's, Social Care agencies or NHS Access service on a need to know basis.
- Solicitors letters – We will send information on session attendance and evaluation scores only if we have written consent from you. We will not share what is discussed in sessions, this is in line with our Client Agreement.
- Letters for other purposes will be addressed to 'Whom it may concern' and given to you.
- North Staffs Mind are a Data Controller, meaning that we determine the processes to be used when using personal data. Our contact details are as follows: North Staffs Mind, 83 Marsh Street, Hanley, ST1 5HN. Tel: 01782 262100
- You have the right to do the following at any time:
 - Withdraw your consent for us to hold/process your data
 - Request a copy of the data we hold on you
 - Ask us not to share your information with a third party

All requests should be sent to North Staffs Mind's Data Protection Officer at dpo@nsmind.org.uk

There will be no consequences to you for requesting any of the above. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

North Staffs Mind does not pass information onto anyone else for any other purposes. Please can you speak to your counsellor if you have any concerns regarding how we hold or use your information.