

# Confidentiality policy, record keeping and data protection

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## Confidentiality Statement

We are committed to providing a confidential service to our users which

- Meets statutory and legal requirements and
- Respects users' rights and interests
- Acts as a safeguard for the service provided by the adviser

We will not release the information you disclose to us to anyone else without your permission, except in the circumstances noted below.

1. **Definition of Confidentiality** We define confidentiality as a 'circle of confidentiality' within which staff members may discuss information with each other. We will hold any such discussions in an appropriate environment to ensure that confidentiality is respected.

2. **Disclosure.** There are occasions when we need to disclose information without first obtaining your consent, for example:

- Where we consider there to be a risk to you or to the wider community and/or
- Where otherwise required by law

3. **Record Keeping.** We may keep a written record of our sessions. We also need to keep copies of relevant documents and correspondence. All records are kept locked within the service, or on our secure case recording system. We retain records for three years after clients have left the setting; except records that relate to an accident or child protection matter, which are kept until a child reaches the age of 21 years or 24 years respectively. These are kept in a secure place.

## 4. Access to records

Under the Data Protection Act you have a right to access your record. If you require a full copy of your case record you will need to give notice of your request.

## 5. Codes of Ethics

All associates of Rites for Girls adhere to the BACP Code of Ethics. Copies are available on request.

## 6. Comments, Suggestions and Complaints Procedure

We are always looking for ways to improve our service. If you have any suggestion or comment, good or bad, we would like to hear it. If you have a complaint, please tell us. We hope that this way it can be resolved quickly, informally and to your satisfaction. If you are not happy with the way your complaint is dealt with we have a complaints procedure.

## 7. Data Protection

- i) Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless –
  - (a) at least one of the conditions in Schedule 2 is met, and
  - (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.
- ii) Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes.
- iii) Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
- iv) Personal data shall be accurate and, where necessary, kept up to date.
- v) Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- vi) Personal data shall be processed in accordance with the rights of data subjects under this Act.
- vii) Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- viii) Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

## 8. Privacy Policy

We respect privacy. All information will be stored securely and will not be shared with any third party.

*Last updated February 2019*