

Privacy Statement and Client Confidentiality Agreement Counselling and Support Service

At Relationships Scotland Orkney we require to hold some of your personal information to be able to provide you with a service*.

WHAT DO WE DO WITH YOUR INFORMATION?

Any information that you provide us with will be kept confidential within our organisation** and this is the responsibility of the Service Manager. We ask our clients for feedback on the services they have received. Information from client work may be used anonymously to improve our service to clients, for learning, assessment, research or publicity purposes and to evidence our work to potential and existing funders.

WHO WILL WE SHARE IT WITH?

We will not disclose this information to other individuals or external agencies without your permission unless we are legally obliged to do so. We will only break confidentiality if:

- we have concerns about the safety of a child or a vulnerable adult;
- something is said that suggests either you or your partner / ex-partner have benefited from the proceeds of crime (under the Proceeds of Crime Act 2002 and / or relevant money laundering regulations);
- there is violence or threat of violence before, during or after a session where the practitioner, client or other party feels it necessary to call the police, or where a practitioner or worker is a witness to an incident which results in criminal proceedings against a client;
- a disclosure is made relating to a serious crime;
- if we have serious concerns about your own safety as we may have a duty to report this to the appropriate authorities.

IN ADDITION

- We do not allow any unauthorised recordings.

HOW LONG DO WE KEEP CLIENT RECORDS?

We keep records for seven years. After this time, your data will be disposed of securely. Please ask if you wish to know any more about how your personal data will be kept and note that if there is a child protection issue related to your case we are legally obliged to keep your case notes securely forever.

WHAT ARE YOUR RIGHTS?

You have a right to access the personal data that we hold about you***. If you wish to raise a concern about the way we hold your data, please contact the Service Manager who will investigate the matter. If you are not satisfied with our response, or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

COMPLAINTS POLICY

We take client feedback seriously and as such we have an easy to understand Complaints Policy and Procedure. The documents are available on our website and paper copies can be obtained from the Relationships Scotland Orkney office.

I AGREE TO MY DATA BEING HELD AS DESCRIBED ABOVE:

Signature:

Date:

* We hold your data in your legitimate interest

** under the Data Protection Act 2018 and UK General Data Protection Regulation (GDPR) 2020

*** Relationships Scotland National Policy on Client Access to Information