

## PRIVACY NOTICE

**Bromley Y** keeps information about you so that we can arrange the right service for you, plan and improve our services, look into any concerns you may have about our services and to keep in touch with you. This information is shared with other organisations, when necessary and protected under the Data Protection Act. We also give your information to other government organisations, so they can monitor how we are doing and plan services for children across the UK.

The legal basis for doing this is because **Bromley Y** is commissioned as an early intervention service for emotional wellbeing and contractual obligations exist for recording and transferring certain client data. Also, information will be shared, if required for the purpose of safeguarding children.

**WHAT INFORMATION DO WE HOLD ABOUT YOU:** The information we hold about you will depend on the service we provide to you; this will include:

- Personal details such as name, address, date of birth, school/college attended.
- Demographics such as ethnicity, gender and disability status.
- Names of your family members.
- Reasons for your referral to us and background details such as previous involvement with our and other services.
- Information about any medical condition you may have.
- Information about you from other organisations, including reports from doctors and other health-care professionals, which we need to help us assess how best to provide services for you.
- Questionnaire data on measures such as scores on stress, anxiety and depression scales are collected on referral and through treatment.

**HOW DO WE KEEP YOUR INFORMATION SAFE:** We keep information about you in a paper file and on a computer. There are strict controls about who can see your records. Nobody can see your information unless it will help them provide a service you need. Specific personal information collected by **Bromley Y** is sensitive – all health data is classified as a ‘special category of personal data’ under data protection law. People working for **Bromley Y** have security checks before they can handle your information.

Your data will be securely stored electronically within the encrypted client database. **Bromley Y** staff have access to these database records. Staff are required to undertake training in data protection legislation and have a contracted obligation to follow data security standards and work according to **Bromley Y’s** Data Protection Policy.

If paper records for psychological questionnaires are used these will be kept for no longer than three years for record-keeping, possible data audit or research purposes and will be disposed securely following this time. Any video recordings taken based on your explicit consent will be stored and transferred securely and are only retained for as long as required for training supervision sessions, after which time the recordings are securely deleted.

We may need to share your information with others:

- When we publish any information for monitoring or planning reasons, we always remove personal details such as names and addresses
- We only pass on information about you to other people if they have a real need for it and we always do it in line with the law.
- We may sometimes need to share your information with other organisations to arrange the right service for you.
- We may also sometimes need to share it to plan and improve our services and to look into any concerns you may have about the service you receive.
- We may also sometimes need to share your information with other government organisations so that they can monitor how we are doing and plan national services.
- Sometimes by law we have to pass on your information to other organisations. We may also share your information if it is needed as part of a criminal investigation, or when we need to protect you or other people from harm.

- Our staff take part in training courses which are accredited. As part of their training, you may be asked to agree to video recordings of your sessions. If you do not wish to be recorded, no recording will take place. You also have the right to withdraw consent for recording at any time and the recording will then be permanently deleted.
- We may also sometimes share information that is required for research purposes, to improve services or to inform government policy decisions. The provision of information for these purposes will not be used to make decisions about the support and services you receive as an individual and it will not be possible to identify you from any published report.

If you choose not to provide certain information, this may limit the ability of **Bromley Y** to provide an effective service. In some cases, for example if clients do not consent to information being stored securely and transferred to other professionals and services, due to contractual and safety reasons this will mean that referrals cannot be accepted or that the individual cannot be provided with the service. Date of birth, address, school/college and GP are required to assess whether an individual is eligible to receive a service within **Bromley Y**.

**ASKING TO SEE YOUR INFORMATION:** Normally, you can ask the people who provide a service to let you see the information they keep about you. You can also ask to see your information using your rights under data protection law. This is known as a Subject Access Request. You can make a Subject Access Request yourself, if you are over 13 years and in certain circumstances you also have the right to:

- Have personal data rectified if it is inaccurate or incomplete.
- Request the removal of personal data where there is no convincing reason for its continued processing.
- Suppress or object to processing of personal data that is causing or is likely to cause distress or damage, unless there are overriding legitimate grounds for processing.
- Prevent processing related to direct marketing.
- Data portability: to move, copy or transfer electronic personal data from one location to another in a safe and secure way.
- Object to decisions being taken by automated means (making a decision solely by without any human involvement) including profiling (automated processing of personal data to evaluate certain things about an individual).
- Claim compensation for damages caused by a breach of the Data Protection.

For more details on how you can ask to see your information, please contact the **Bromley Y** Data Protection Officer [dpo@bromleyy.org](mailto:dpo@bromleyy.org)

**HELP US KEEP YOUR INFORMATION ACCURATE:** We want the information we keep about you to be correct and up to date. Please tell us if your address or other information we have about you is not right. We will check your information and correct it if we find that it is wrong. If you do not agree with some of the information, we hold about you, we will add your comments to your information so that people seeing it know about your views.

**HOW TO COMPLAIN IF YOU ARE NOT SATISFIED WITH OUR SERVICE:** If you have any concerns specifically about data protection, you have the right to raise this directly with **Bromley Y's** Data Protection Officer [dpo@bromleyy.org](mailto:dpo@bromleyy.org) and you also have the right to lodge a complaint with the Information Commissioner's Office <https://ico.org.uk/concerns/>

We want to provide high quality services for everyone. But, if you think things have not gone well, we need to know if we can put them right and learn from our mistakes. Details of our Complaints Procedure can be found on our website.

**CONTACT US:** 17 Ethelbert Road,  
Bromley,  
BR1 1JA  
Tel: 0203 770 8848 **General enquiries email:** [info@bromleyy.org](mailto:info@bromleyy.org)

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