



Our clinicians and staff aim to provide you with the highest quality of care. To do this we need to keep records about you, your health and the services we have provided or plan to provide to you.

We value your privacy and the security of your personal information. This leaflet sets out why we collect your information and how we manage it.

Information we record

The nature of the services we offer means that it's necessary to collect and keep personal information about you.

The information we record may include:

- basic details about you, such as address, date of birth, family members' contact details.
- records of your sessions at the Centre or with staff elsewhere.
- information relevant to your care; from you or from people who know you or are involved in your care,
- other details about your health and medical history.

We have a legal and ethical responsibility to manage your information appropriately and will always aim to:

- keep your data secure and accessible to authorised people only.
- minimise the amount of information we hold about you.
- keep your information only as long as necessary.
- securely dispose of it when it is no longer necessary to keep it.
- share information only with your knowledge and consent.



Sharing information

We understand how important confidentiality is, and abide strictly to data protection laws that allow us to share information only with your knowledge and consent, or, in very rare instances where we are legally obliged to do so.

The types of people we may ask you for permission to share information with include your GP, mental health professionals or other professionals involved in your care, such as social workers.

Anyone who receives information from us also has a legal duty to keep this information confidential, except in the circumstances listed above.

Your rights

The General Data Protection Regulation (GDPR) sets out how organisations must protect your personal data and privacy and it sets out your rights.

You have the right to confidentiality with regard to your personal data held by us. We will endeavour to keep records confidential, secure and accurate.

Your right to view your record

You have the right to know what personal data we hold about you, this is called a Subject Access Request. We can provide you with a copy of the information we hold about you and in some instances, we will go through the information with you in person. If you want to know more about Subject Access requests there is a leaflet available you can request, or talk to your clinician.

An accurate record

If you think any information we hold on you is inaccurate or there is something important missing, please let us know. Also, do remember to let us know if you change your address or telephone number so we can keep your information up to date and contact you when necessary.

For more information please visit our website: www.annafreud.org/your-privacy

Other languages and formats: If you would like this leaflet in a different language or format please ask at reception or contact us at: info@annafreud.org

The right to be forgotten

The right of erasure, or the right to be forgotten, is a data right under the GDPR; you can request that we stop processing your data and/or delete your record. How we manage these requests will depend upon our legal basis for processing your personal data and we will consider all such requests but in some cases we may not be able to do this.

Keeping your records

We retain your records while you use Centre services and for a period of time afterwards. This varies with the type of service you use. A staff member can tell you how long your record will be retained for.

All records are held securely in storage while they are being retained and only authorised staff can access them. Once a record no longer needs to be held we review it before securely disposing of it.

In summary

We use your information to provide you with an effective and appropriate service, so we aim to keep your information accurate, up to date and secure.

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Our Patron: Her Royal Highness The Duchess of Cambridge

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