



## **Post registration follow up**

You are receiving this document as you have registered your details at Health All Round community health project. This document should be kept for your records. This privacy policy outlines how we will store and use your information. Please be assured that your information is stored securely on our registration database.

### ***Privacy Policy:***

Health All Round will store the following information, in electronic or in paper form, in line with our records retention policy

- Registration Forms and database records including diversity monitoring (all clients)
- Core 10 & Client Assessment notes (Counselling/ CBT & Anxiety Management)
- Before / After measures for Counselling & Anxiety Management
- Counselling notes/ recordings
- Physical Activities/ Healthy Eating Record sheets and administrative notes (Active Steps)
- Evaluations (anonymous)
- Incident / Accident records
- E – mail correspondence and E-mailing list, telephone and text messages

This information will be used in order to meet your health needs and our health & safety obligations. We will keep your information secure and retain it only for as long as is necessary. Your information will not be used for any purpose\* other than that for which you gave it, or shared with any other agency without your specific consent (eg. if you wish us to work with your GP or another health professional). Health All Round works in partnership with a number of other agencies to deliver services and when this is the case there will be data sharing agreements in place. This means that the co-facilitators and HAR staff may, with your consent, share your information for the purposes of that service, but for no other purpose.

\*In exceptional circumstances information may be shared without your consent eg. risk of suicide/ harm to self or others. In these instances we will, wherever it is possible or safe to do so, seek your agreement, or alert you to our decision. Only information that is necessary and relevant would be passed on to appropriate professionals.



### **Signposting:**

In order to ensure you get the help you need we may signpost you on to other agencies. This will involve sending them your contact details so that they are able to get in touch to discuss the service and your needs. You will be informed wherever this is the case and you can always opt out.

### **Counselling / CBT services**

In some circumstances counsellors or CBT therapists may be required to take notes or record the sessions. This will only be done with your express consent. There is a separate consent form you will be asked to complete for this.

### **Important – Your rights**

Health All Round only holds the minimum records to ensure the safe and effective delivery of our service. The data we hold belongs to you and under data protection laws you have the following rights

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us on the details below if you wish to make a request.



### **Complaints**

If you have any concerns about our use of your personal information, you can make a complaint to us on the contact details provided below.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

### **Acknowledgment**

If you have registered with Health All Round and you are unclear of anything regarding our privacy policy please contact Alan or Catriona on the details below.

If you have not registered for Health All Round and feel you have received this document in error please contact Catriona or Alan on the details below.

### **Health All Round contact details:**

Appointed persons: Catriona Windle / Alan Gray

Address: 24 Westfield Avenue, Edinburgh, EH11 2QH

Contact number: 0131 337 1376

Email: [catriona@healthallround.org.uk](mailto:catriona@healthallround.org.uk) / [alan@healthallround.org.uk](mailto:alan@healthallround.org.uk)