



## PRIVACY POLICY

### **Introduction**

This document clarifies why we collect information about our clients and how we use it. It explains the handling of personal information at our Centre as required by the Data Protection Act 2018. We follow the Department of Health guidelines on "the protection and use of client information."

### **Why do we collect information?**

To provide you with the highest possible standards of healthcare, we need to keep information about you. This information is stored both on paper and on computers. Our basis for processing personal data is Legitimate Interest.

We handle your records in strict confidence and will not disclose your information to third parties (including your relatives) without your consent unless exceptional circumstances dictate otherwise. Anyone who receives any personal information from us also has a legal duty to keep it confidential.

### **How is your information used to help you?**

The information in your records helps us ensure:

- Therapists involved in your care have accurate and up-to-date information to assess your health and decide on your care, both present and future.
- Full information is available if you see another therapist.
- We have a clear record of the type and quality of care you've received.
- Your concerns can be properly investigated if you lodge a complaint.

### **How does your information help Nafsiyat?**

Your records aid clinical staff in providing the right healthcare for you. We may also use your information to:

- Review the care we provide to ensure it meets the highest standards.
- Compile statistics on Nafsiyat's performance.
- Ensure our services meet client needs in the future.
- Manage and plan within Nafsiyat.

If we use your information for statistical purposes, we ensure it cannot be used to identify individual clients.

### **Who else may see your records?**

- If you are seen through an NHS-funded service like Talking Therapies (previously known as IAPT), your data is shared with the NHS Trust that commissions Nafsiyat's service. Access to this data is only granted to improve the service you receive.

- NHS-funded services send monthly reports to NHS Digital, including some information about the people we see. This helps us compare our performance to other services and plan our therapy offers. No identifiable information is used in these reports.
- Social Services and Benefits Agencies may require medical reports from us from time to time. We will only disclose these reports when we receive your signed consent.
- The police, in matters of overriding public interest, for example, when serious criminal offences have been committed.
- Courts can demand the disclosure of records, and therapists are obliged to cooperate or risk serious punishment.
- Solicitors and insurance companies may request reports. We will only provide these with your consent.

### **Can my therapist give information to my employer?**

Therapists cannot disclose information about you to an employer without your permission. If a report is written with your permission, you can review it before it's shared with your employer. You may refuse to let your employer or insurance company see the report, or you can add your own written comments.

### **How do we keep your records confidential?**

All Nafsiyat staff, including volunteers, have a legal duty to maintain the highest level of confidentiality about your personal information. This duty of confidentiality extends to anyone receiving your personal information and is incorporated into all employment contracts at Nafsiyat.

### **How long do we keep your records?**

We retain our clients' records for 20 years after the last contact between the client and any of Nafsiyat's clinical staff. After this period, we delete and destroy the records.

### **What if I don't want my personal information to be shared?**

If you prefer not to share your information, inform your therapist. If you decide this after visiting Nafsiyat, contact our Chief Executive on 020 7263 6947. If a legal requirement exists to share the information, Nafsiyat must comply.

### **What are your rights?**

#### Seeing your medical records

You have the right to view your medical records unless doing so could cause harm. You can request to view your notes free of charge, and if denied or you require a copy, you can apply in writing or by phone.



### Applying for access to records

You, or a court-appointed individual, can apply to access records. This may include a personal representative or someone with a claim resulting from a client's death, or on behalf of someone incapable of providing their permission.

### Application process and fees

There is no charge to access your own records. Requests should be made to Nafsiyat, Unit 4 Lysander Mews, Lysander Grove, London N19 3QP. We provide a copy of your records within 30 days from the receipt of your written request and verification of your identity.

### Accessing and understanding your records

We will send a copy of the relevant parts of your medical records by post. If you need any medical terms, abbreviations, or entries explained, you may request an appointment with a staff member for clarification.

### Amending your records

If you believe your records are inaccurate, you can request corrections. Nafsiyat is not obliged to accept your corrections, but we will add a note explaining your concerns to your records. We will provide an amended copy free of charge.

### Can access to records be refused?

Access to records or parts thereof can be denied if a therapist believes serious harm could result or if the information relates to or was provided by an identifiable individual other than the client or health professional.

### **Further information**

Nafsiyat's Data Protection Officer (DPO) is Yvonne Wright. For other questions or concerns, please contact Nafsiyat at 020 7263 6947 or in writing at Unit 4 Lysander Mews, Lysander Grove, London N19 3QP.

### **Document revision history**

<b>Reviewed and updated by:</b> Adam Weatherhead
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