

The Link Privacy Policy for Service Users and Families

Personal Data

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

In order for us to provide a service to children, young people and families, we need to collect personal data including health information which is a special category of personal data.

The Link are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of privacy. We will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR).

We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary.

The Links Data Protection Officer is Managing Director- Tina Jackson

The Link
Dove House
5 Turner Street
Redcar
TS10 1AY.
01642 505580

Personal Data The Link collects

Personal and sensitive information we collect may include:

- The reasons for referral and information supplied by a referrer. This will include your name, date of birth, address, contact telephone numbers, email address and certain health information.
- The information supplied by you at first contact and in your assessment session; with additional information from professionals where applicable.
- Clinical assessments and plans relating to your care or support.
- Summary records of your care and support.
- Copies of any letters or emails sent to you or received from you.
- Details of any telephone conversations with you.

We collect this personal information in order to provide a service to children, young people and families (including communicating with you, your referrer, other medical advisors, care and support providers as appropriate)



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Legal Obligations

Under the GDPR, The Link must always have a lawful basis for using your personal data. We process your personal information so that we can comply with various legal obligations. This includes complying with legislation relating to health and social care.

Sharing information

The Link has a data protection policy which means that relevant information is only shared with people involved in supporting children, young people and families. This will include:

- staff engaged by us to carry out our services
- Your referrer
- statutory bodies to whom The Link is required to submit data

Apart from these people, The Link will not pass on your personal data to third parties without first obtaining your consent, however, there are times when information, legally, has to be given even without your consent, these would include; child protection, prevention of harm to self or others.

How long we keep your personal information

Client records are kept on The Link's secure database for 20 years after last contact, (8 years after death).

Your Rights as a data subject

At any point while we are in possession of or processing your personal information, you have the following rights:

- Right to be informed
- Right of access- this needs to be requested in writing
- Right to rectification
- Right to erasure
- Right to restrict processing
- Right to data portability
- Right to object
- Right not to be subject to automated decision making

Complaints

In the event that you wish to make a complaint about how your personal information is being processed by The Link (or third parties as described), you can contact our Data Protection Officer.

If you are not satisfied with how your complaint has been, or is being, handled, you have the right to lodge a complaint directly with the Information Commissioner's Office who is the identified supervisory body:



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Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0330 8303 0338

For more information about the GDPR please visit www.ico.org.uk