

The Information We Keep About You

January 2024

There are important laws that tell us how to protect the information we have about you. This leaflet tells you all about it.

WHY DO YOU HAVE INFORMATION ABOUT ME?

- We need to keep information about you because we are **helping you and your family to feel better** about things.
- We need to be able to get hold of you and keep notes to **help us make the best plans**.
- Sometimes, therapists at Beacon House talk to each other about you and your family so that they can come up with **lots of ideas about how we can help you even more**.



WHAT INFORMATION DO YOU HAVE ABOUT ME?

We keep things like:

- Your name and age
- Your parent/carers' names
- Your address and school
- Telephone numbers for your parent/carers
- Your family background
- Whether you have seen a therapist before
- Worries that adults who care about you have
- Whether you or your family is religious
- Things you have told us, or activities we have done in therapy sessions

We also have a video recording in our waiting room, so that we can see when you have arrived.

We don't use this video footage for anything else, and we can't hear you!

CAN YOU GIVE MY INFORMATION TO ANYONE ELSE?

We are not allowed to share your information with other people outside of Beacon House, unless your parent/carers have told us that we can.

Your therapist will sometimes think and talk about you with their supervisor. A supervisor is someone who helps a therapist to think about brilliant ideas to help children. Supervisors also have to follow ‘information rules’ and are not allowed to share what they know with anyone else.



HOW LONG WILL YOU KEEP MY INFORMATION FOR?

We will look after the information we have about you until you are 26 years old. After you turn 26, we will delete all of the information we have about you, unless there is an important reason that we keep hold of it (like a law that needs us to keep it so that you can be protected or we are still working with you).

YOUR PARENTS / LEGAL GUARDIANS ARE ALLOWED TO:

- Ask to see the information we have about you. We may share it with them, or we may let them know that we cannot share the information because we think doing so might cause harm to someone.
- Tell us if our information is not correct.
- Ask that we delete your information We may say yes to this, or we may let them know that we need to keep the information.
- If you are over 13 years old, you may be allowed to say 'no' to your parents/carers seeing the information we have about you.

THE BOTTOM LINE IS:

We know it is really important that the information we have about you is protected and kept really safe. You can trust us to look after it really carefully. If you want to talk to someone at Beacon House about the information we have about you, the person to speak to is Sarah Brown.

It is Sarah's job to make sure the information is kept safe and she can answer any questions.

You can contact her by calling our office or by email (or you can ask your parents to do this):

