

Privacy Notice

How your personal information is collected, stored and processed.

The UK GDPR and the Data (Use and Access) Act 2025 are concerned with the personal information that we collect about you and/or your child. This document is our GDPR policy. This policy is about our clients who are children as well as our clients who are adults. Where we say “you” and your child is receiving a service from us, we are referring to your child.

WHAT PERSONAL INFORMATION DO YOU COLLECT AND STORE AND WHY?

We collect information about you in order that:

- We can offer you the therapeutic service you have requested
- The therapists in our team can discuss their work with you in their clinical supervision
- We can keep an up to date record of our financial accounts, including invoicing

In order to do this, we regularly collect the following information:

Personal information such as your name, gender, date of birth, relationships, parents, siblings, children, occupation, address, telephone numbers, email addresses, therapeutic history, medical conditions, medication history, employment, education and social life details.

Sensitive information such as physical and mental health details, sexual life, racial or ethnic origin, religious or other beliefs, convicted offences, and alleged offences.

Ongoing contact with you is also recorded. For example, we make a short record of the content of each appointment we have with you; and we also record all email exchanges and telephone calls we have with you. If another professional contacts us we will also record what they tell us.

CCTV is in operation in the waiting area and front entrance of our Cuckfield clinic. We are recording images but not sound, for the sole purpose of monitoring who has arrived for their appointment. The data is being recorded but is over-written every 4 weeks; and we do not retain the data.

CAN YOU USE MY DATA FOR ANY OTHER PURPOSES?

We will only use your personal data for the purposes we have collected it for. If we did need to use your data for another reason, we will get in touch and explain the basis for us doing so and seek your consent. We never use your personal details for marketing purposes.

HOW IS MY DATA KEPT?

Your data is kept on a secure server, accessible by all Beacon House staff. Individual devices (e.g. laptops and computers) are all password protected. If paper data needs to be stored, it is kept in a locked cabinet within Beacon House, which is a secured building.

HOW MIGHT MY DATA BE SHARED?

We share the necessary aspects of your data as follows:

- During in-house clinical discussions to support the quality of the work your therapist is offering.
- During clinical supervision between your therapist and their supervisor, which they are obliged to have in accordance with their professional standards.
- Our Information Technology Support Service (that backs up data in the USA).
- Outside agencies, such as NHS mental health teams, your child's school, Children's Services and your GP. You will be asked for explicit signed consent to share data with outside agencies, unless there are safeguarding concerns which over-ride this.

In specific circumstances, we may process or share your personal data relying on the "Recognised Legitimate Interests" lawful basis under the Data (Use and Access) Act 2025. This allows us to act immediately and responsibly in situations where processing is strictly necessary for public interest or safety purposes.

We rely on this basis primarily for:

- **Safeguarding:** To protect children, young people, or vulnerable adults who are deemed to be at risk of harm.
- **Responding to Emergencies:** To protect the life, health, or critical safety of a client or another individual during an urgent incident.
- **Crime Prevention and Detection:** To assist law enforcement or prevent fraudulent and criminal activity.
- **Public Task Disclosures:** Sharing information with an outside statutory body (like Children's Services) when they formally request it to carry out their official public functions.

It is important for you to know that all of the above agencies and individuals are also bound by GDPR rules, and we have specifically asked for evidence of their privacy policy.

HOW LONG WILL YOU KEEP MY DATA FOR?

For children (aged 15 and under); we will hold data until they are 26 years old.

For individuals (aged 16 and above); we will hold data for seven years after the closure of our service to you.

WHAT IF I JUST MAKE AN ENQUIRY AND DON'T GO ON TO RECEIVE A SERVICE FROM BEACON HOUSE?

If you get in touch with us with an initial enquiry and share personal information; we will record this information and store it for 16 weeks. If we have not heard back from you after 16 weeks, your personal information will be destroyed.

If you confirm that you do not want to pursue a service with us within those 16 weeks, we will destroy the information we hold about you immediately.

YOU HAVE THE FOLLOWING RIGHTS:

You have various rights under data protection law, including the right to see the information we hold about you:

- If you have any questions or are unhappy with how we have handled your personal details, please contact our Data Protection Officer, Sarah Brown. We operate a formal data protection complaint-handling process and will investigate your concerns thoroughly.
- If you remain dissatisfied with our response, you have the right to lodge a formal complaint with the UK regulator, the Information Commissioner's Office (ICO), via their website at ico.org.uk.
- To be informed of what information we hold about you (this Privacy Notice)
- To see the information we hold about you (free of charge for the initial request).
- To correct any inaccurate information or incomplete personal information (we may ask for verification of this information).
- To request your personal information is erased/deleted/shredded. This request may be declined if the information is needed for us to practice lawfully and competently, or if there is an adverse reason (such as a complaint, safeguarding concerns or a legal reason).

WHO DO I CONTACT IF I HAVE A QUESTION ABOUT MY DATA?

Our Data Protection Officer is Sarah Brown, who is the Operations Manager of Beacon House. Sarah is available for questions by contacting her on:

Tel: 01444 413 939

Email: admin@beaconhouse.org.uk

WHAT DO I DO IF I AM UNHAPPY WITH YOUR DATA PROTECTION PROCEDURES?

In the first instance, we would encourage you to contact our Data Protection Officer as above. If you remain dissatisfied with our response, you have the right to lodge a formal complaint with the UK regulator, the Information Commissioner's Office (ICO), via their website at ico.org.uk.