



Privacy notice for all service users

Our Services

If you use a Family Psychology Mutual service, you can be assured that we are committed to making sure that any personal data we hold about you will be collected, stored and used in accordance with the Data Protection Act 2018. This means that we adhere to the data protection principles of only holding information about you that is relevant to our work with you, that we make sure the information that we hold is accurate, up to date, secure, and only kept for as long as it is needed.

What information will you collect about me and what is it used for?

When you are referred to and engage with a Family Psychology Mutual service we will record personal information about you and your family members. This is so that we can provide the service to you and your family. This will include:

- Contact details for you and your family including name, gender, date of birth, address, telephone number, email address;
- information about why the Family Psychology Mutual service is being accessed;
- Information about who is accessing the service with you and your relationship to them;
- the work that is being undertaken with our service and your and your families' communications with us.

Depending on the nature of the service Family Psychology Mutual is providing to you and your family and as strictly relevant and necessary for our work with you, we may also record:

- Information provided by third party organisations who you have agreed can share information with us;
- Information you have provided to use regarding:
 - any other agencies you/your family are involved with;
 - any disabilities or difficulties you and / or your family have;
 - any challenges you/ your family are facing;
 - your/your families employment details or benefits position;
 - your or members of your families mental and/or physical health and any challenges being faced;

- the commission of offences or related prosecution by you/your family;
- Information regarding your/your families' racial or ethnic origin.
- Any other sensitive information such as religious beliefs, if relevant to the Service being provided.

We collect this information so that we can keep in touch with you during the course of the work we are doing with you and to provide the best possible services to you. We wish to ensure that we are best placed to work out we can help you. To do this we need to record the work that we have done with you and to assess how that work has gone in supervision and review by the supervisor

Family Psychology Mutual holds a licence to practice Functional Family Therapy. As part of the management of FFT a case record with a case id is created on a database held in the USA for supervision, adherence and clinical audit purposes. At all times we comply with data protection legislation in the national jurisdictions in which we work or hold data.

Where you have consented to the processing of your personal information, you have the right, at any time, to withdraw your consent to Family Psychology Mutual processing your personal information by contacting; The Data Protection Office, Family Psychology Mutual, Appin House, 1 Ferrars Road, Huntingdon, Cambridgeshire, PE29 3D

How will you share my information

Your information will only be accessed by people who need to do so as part of their role. This could include:

Within Family Psychology Mutual, staff providing services directly to you, administrators, Family Psychology Mutual clinical supervisors and senior managers, as required.

Outside of Family Psychology Mutual :

- Relevant staff of any statutory regulators (such as OFSTED), who may review our work in order to ensure that we are doing a good job and keeping clear and accurate records;
- Relevant Staff working for the organisations on whose behalf we provide the services you access, such as Local Authorities and funders. Those organisations may check files to make sure that we are providing you with the service that we should be.
- The developers and licensor of Functional Family Therapy who provides clinical support, training and is responsible for the quality assurance of the FFT model.

We respect your privacy, and will always seek your permission before sharing your personal information with any other services that you are working with. We will not share your personal information without the consent you have provided unless:

- If we believe you or somebody else could be at risk if we do not do so;
- If we are legally obliged to share your information, such as in response to a court order, or in order to prevent or detect a criminal offence.

I would like to see the information you hold about me

If you would like to see the information that Family Psychology Mutual holds about you, please write to; The Data Protection Office, Family Psychology Mutual, Appin House, 1 Ferrars Road,

Huntingdon, Cambridgeshire, PE29 3DH. We will provide this information to you within a 1 month timescale or a further two months if the request is complex or we receive a large number of requests all at once. The service will then be able to arrange for your file to be sent to you.

We are allowed to reject requests if they are repetitive or manifestly unfounded or excessive. Where appropriate, we will respond to explain why we believe we are not obliged to fulfil the request.

Can I see all of the information that you hold about me?

In some circumstances, we may not be able to share the entire contents of your file with you. This could be if, for example, a doctor, has written to us in confidence, we would not be able to share such information with you unless the person who provided us with the information agreed to do so. We also may not be able to share information with you if we believe that it could seriously harm you to see it. In order to protect the privacy of others, we may not be able to share information about other people that appears in your file.

The information you hold about me is incorrect / I would like you to delete the information you hold about me.

If you believe that the personal information we hold about you is incorrect or would like to make any changes to the personal information, or for us to delete or stop using the personal information we hold about you, please write to: The Data Protection Office, Family Psychology Mutual, Appin House, 1 Ferrars Road, Huntingdon, Cambridgeshire, PE29 3DH or speak to a member of staff in your service who will be able to arrange for a note to be taken of the amendment you wish to be made or of your request to delete, or stop us using the personal information. Each request will be dealt with on a case by case basis.

Once I've finished using a Family Psychology Mutual service, what happens to my files?

Once you've finished using a Family Psychology Mutual service, your file will be closed. We will then archive your file and keep it in accordance with our data retention policy and where the law requires us to do so. We will not keep your file for longer than it is needed. Once your file is no longer required, it will be securely disposed of. You can request access to the file at any point prior to its destruction.

If Family Psychology Mutual are providing a service on behalf of another organisation, control over the retention and destruction of those files will fall to that organisation and be dependent upon their own policies and procedures.

Who to contact if you have a question about how we use your information?

If you'd like any more details, or you have comments or questions about our privacy notice, write to The Data Protection Office, Family Psychology Mutual, Appin House, 1 Ferrars Road, Huntingdon, Cambridgeshire, PE29 3DH

You also have the right to lodge a complaint with the data protection regulator in the UK, the Information Commissioner at: <https://ico.org.uk/global/contact-us/> 0303 123 1113