



**IG11 HOW INSIGHT HANDLES CONFIDENTIAL INFORMATION  
FOR CLIENTS IN NHS COUNSELLING SERVICES**

**Authorised by: Richard Carlton-Crabtree  
(Associate Director, Senior Information Risk Owner)**

**Document Author: Correna Dcaccia  
(Head of Clinical Governance, IG Lead)**

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**At Insight we understand that all the information you provide is confidential. We take great care of your records and treat them with respect at all times. This is why we are providing you with the following explanation of how your records are managed.**

## 1. INTRODUCTION

Any information we hold about you is handled in keeping with the Data Protection Act 1998. Information we hold might include the following as standard:

- a) the reasons for referral and information supplied by your GP, medical advisor, NHS referrer or other referrer
- b) the information supplied by you in your assessment session; with additional information provided by professionals where applicable
- c) clinical assessments and plans relating to your treatment
- d) brief outline of the content of therapy sessions
- e) copies of any letters or emails sent to you or received from you;
- f) written details of any telephone conversations with you

## 2. IDENTITY OF DATA CONTROLLER

The data controller for the purposes of the Data Protection Act 1998 is Insight Healthcare LTD, Buttress House, 36 Brenkley Way, Seaton Burn, Newcastle upon Tyne NE13 6DS (registration number Z7824778).

## 3. USE OF INFORMATION

It is important that you provide us with accurate information so that we can provide you with the most appropriate care. We use information we hold about you for the following purposes:

- providing treatment services to you (including communicating with you, your GP, your NHS referrer, other medical advisors as appropriate);
- retaining as part of your health record for 20 years after the end of your treatment

**Any information we use for other purposes will be converted into a form in which you cannot be identified and will be kept strictly confidential. This includes information;**

- to improve the quality of our service by carrying out clinical audit;
- for analysing how our services are used and how we may improve our services in future;
- to teach and train healthcare professionals;
- to investigate complaints, legal claims or untoward incidents;
- to assist in research and development
- for complying with any statutory or other regulatory requirements by providing anonymous information.

## HOW INSIGHT HANDLES CONFIDENTIAL INFORMATION IN NHS COUNSELLING SERVICES

### 4. SHARING YOUR INFORMATION

Insight has a Confidentiality policy which means that relevant information is only shared with people involved in your health care. This can include:

- practitioners engaged by us to carry out our services to you;
- your GP and your NHS referrer
- the Department of Health and other statutory bodies to whom Insight is required to submit data

We only share information with your family, friends or advocates with your permission. We will not pass your name to any other organisation for marketing purposes.

There are times when information has to be given even without your consent, these would include; child protection, prevention of harm to yourself or others, the investigation or prevention of serious crime, including terrorism or a Court Order.

### 5. YOUR RIGHTS

If you do not want certain information recorded or shared with others involved in your treatment, please discuss this with the therapist or service manager.

You have the right to see information held by us about you. Please contact the service manager if you wish to exercise this right. We will take the necessary action within a reasonable time. We reserve the right to charge a minimum fee of £10 for a copy of your records. We also reserve the right to take reasonable steps to confirm your identity before making any disclosure of information held by us.

### 6. AGREEMENT TO USE OF PERSONAL INFORMATION

As part of the provision of the therapy services to you it is important that you are able to:

- accept that the information provided be shared with relevant Health Care staff who contribute to your care.
- accept that this information will be used for the purpose of providing care and treatment to you.
- accept that Insight may use anonymised information for statistical purposes and that the law may allow in some circumstances for other agencies to be provided with information about you.
- accept that your information will be held securely on paper or in electronic format in accordance with the Data Protection Act 1998.
- accept that information may be transferred to the United States of America for electronic storage purposes; subject to the Safe Harbor framework which ensures protection of privacy in keeping with EU directives.
- understand that you may withdraw your consent to share information at any time but this may adversely affect the services you receive.
- understand that you have the right to restrict what information may be shared and with whom, but this may affect the provision of treatment to you.

**IF YOU HAVE ANY CONCERNS about this statement or you wish to add limits to the information that is shared about you, please discuss this with a member of staff.**