



**IG11 HOW INSIGHT HANDLES CONFIDENTIAL INFORMATION  
FOR CLIENTS IN WELLBEING AT WORK SERVICES**

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

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

**Date:** November 2014

**Due for Review:** November 2016

## INSIGHT HEALTHCARE

### IG11 HOW INSIGHT HANDLES CONFIDENTIAL INFORMATION

#### FOR CLIENTS IN WELLBEING AT WORK SERVICES

**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 any information supplied by your GP, employer or other person in connection with your referral);
- b) the information supplied by you to a case manager or practitioner in your contact with the service; with additional information provided by professionals where applicable
- c) practitioner's clinical assessment and agreed plans in relation to your therapy;
- d) brief outlines of the contents of therapy sessions;
- e) copies of any letters or emails sent to 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 Limited, 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 therapy. We use information we hold about you for the following purposes:

- contacting you in connection with arranging your therapy
- providing psychological therapy services to you
- retaining the record of your therapy for at least 6 years after the end of therapy or contact with you

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

- to improve the quality of our service by carrying out clinical audit;
- for analysing how services are used and how they may be improved in the future;
- for staff training and development;
- to investigate complaints, legal claims or untoward incidents;
- for complying with any statutory or other regulatory requirements by providing anonymous information.

IG11 HOW INSIGHT HANDLES CONFIDENTIAL INFORMATION

FOR CLIENTS IN WELLBEING AT WORK SERVICES

**4. SHARING YOUR INFORMATION**

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

- practitioners engaged by us to carry out our services to you;
- confirmation of the number of therapy sessions, if the service has been provided on behalf of your employer (if your name or other personal details are required by your employer you would be informed of this).

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 therapy, please discuss this with your practitioner or a case 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 therapy services to you it is important that you:

- accept that the information provided will be shared with relevant staff who contribute to your therapy.
- accept that this information will be used for the purpose of providing therapy for you.
- accept that Insight may use anonymised information for statistical purposes.
- 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 therapy to you.
- understand that in exceptional circumstances the law may allow for other agencies to be provided with information about 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.**