



Client Privacy Policy

We take your privacy very seriously. Privacy is at the heart of our service and a fundamental part of creating trust between our clients, staff, and volunteers.

We are committed to being transparent about why we need your personal data and what we do with it. We want everyone who comes to The Green House for support to feel confident and comfortable with how information you share with us will be collected, recorded, stored, shared, looked after, and deleted.

Agreement to the service

Accessing support from TGH is voluntary - this means it is your choice. It is our responsibility to ensure that, in choosing to work with us, you understand what information we will record about you and how we will keep this safe.

What information do we collect?

For those expressing an interest in signing up to drop-in sessions we will ask you for your name and contact details such as mobile number or email address. We also record any contact or communication we have with you.

For those completing a Request for Support we will ask you for details such as your name, the organisation you work for (if you are a professional) and contact details such as your mobile number and email address. We also record any contact or communication we have with you.

For those seeking support we ask for information about you, your family, support needs and your contact information, when a Request for Support is made and at assessment. This information helps us to think with you about what type of support you might find most helpful during your time at The Green House.

If you have an initial meeting, start therapy, join groups, access family support sessions, or receive professional consultation we will keep a record of your sessions. We will also keep a record of any forms you complete with us. This is for the benefit of your support.

For anyone above we also record any contact or communication we have with you.

Why do we collect your information?

Under the UK General Data Protection Regulation (GDPR), and the Data Protection Act 2018, we must have your agreement, and a legal reason to keep your data and process it.

We collect your information to help tailor your support, manage any risks or safeguarding concerns, and provide the best service.

We also collect information for the following reasons:

To help us ensure we are providing the best possible service to children, young people, families, and professionals we support.

To help us ensure that our service is accessible to people from all backgrounds and communities.



We anonymise this information and bring data together in reports. These reports are used for staff learning, to help us secure future funding, demonstrate the importance of our services, and report to our funders.

All personal data is anonymised in reports, and you would not be identifiable.

Who do we share your information with?

Any information you share with The Green House will be kept confidential, but we may need to share some of your information with other people or agencies involved in your care. These include:

- Parts of the health and social care system (hospitals, GPs, the pharmacy, local authority e.g., social workers, clinical commissioning groups, and other health and care professionals)
- Your family or carer - with your permission
- Organisations that we have a legal obligation to share information with (e.g. the police or other law enforcement agencies, if we have to by law or court order)
 - If your case is open to the Police, you have reported to the police in the past or you might report in the future, as part of the criminal justice process the Police or Crown Prosecution Service (CPS) may seek in very limited situations access to the notes we keep about your sessions.
 - We will always let you know when a request has been made. If the police ask us for access to your notes, they must always have consent from you to do so.
 - We will also always ask you whether you want them to be shared and offer to go through the notes together and share with you a copy of everything that is sent.
 - We will not share all of your notes as the Police can only request access to information relevant to the disclosures you have made (including if you remember additional information during your work with us) that they are investigating.
 - It is important for you to be aware that on rare occasions, if we or you refuse to share information from your case notes, the Crown Court can issue a court order to access them later in the investigation process.

For Children and Young People

It may be important to share information with the other professionals who are involved in your care. This is to make sure that all professionals are working together to best support you and that any concerns are shared. We will always ask you or your parents/carers consent to share information with other professionals (basis in law under Article 6.1.A of the GDPR).

Sometimes we might want to tell your parent/carers or someone else about how things are going while you are working with us, but we will always agree this with you first, unless we think it is not safe to do so.



We also have a legal duty to share information if, in very rare occasions, the court orders us to (basis in law under Article 6.1.C of the GDPR). We will always let you know when a request has been made.

For all our clients

We have a legal duty to keep children, young people and adults safe. This means that if you tell us anything about yourself, or another person, being hurt or at risk we might need to tell someone who can help such as a social worker, parent, or teacher (basis in law under Article 6.1.D) as part of our safeguarding responsibilities.

How do we keep your data safe?

We keep all your information on a secure electronic case management system. We take the security of your personal data very seriously and have policies in place to ensure that your data is looked after in line with legal requirements and best practice.

Individual case notes will be only seen by staff that are working directly with you.

How long do we keep your data for?

We keep records on children and young people until their 25th Birthday. It is then securely destroyed.

We keep records on adults who access our service, such as professionals and parents/carers, for 7 years after you end support with us. It is then securely destroyed.

Right to access your data

You have the right to request access to your records at any time. You can talk to your Family Support Worker, therapist or Green House practitioner about this or email info@the-green-house.org.uk. If we decide we should provide your data, we will do so within one month.

Right to correct your data

If you believe the information that we hold about you is incorrect or out of date, please tell us and we will put it right. You can talk to your Family Support Worker, therapist or Green House practitioner about this or email info@the-green-house.org.uk.

Right to be forgotten

You may have the right to have some of your information we hold on you deleted. However, The Green House may be legally required to retain records even after we close your file. If you would like to request this, you can talk to your Family Support Worker, therapist or Green House practitioner or email info@the-green-house.org.uk.



Right to object to or limit the processing of your data

In certain cases, you have the right to object to us processing your data, or the right to restrict the processing of your personal data. If you would like to request this, you can talk to your Family Support Worker, therapist or Green House practitioner or email info@the-green-house.org.uk.

Right to data portability

You have the right to receive your personal data from us in a way that is commonly used and in a machine-readable format, which means that it can be transferred to another organisation where feasible. If you would like to request this, you can talk to your Family Support Worker, therapist or Green House practitioner or email info@the-green-house.org.uk

Fairness and complaints

We always aim to be fair and treat everyone as an individual. If at any time you feel this isn't happening, please talk to any member of staff you feel comfortable with about it.

If you feel unable to do so or you are still unhappy, you should express your concern to the Clinical Lead of the Children and Young People's Service – Josephine Lay on josephine.lay@the-green-house.org.uk and if still not resolved to the CEO of The Green House – Gemma Halliwell on gemma.halliwell@the-green-house.org.uk.

As an organisational member of The British Association for Counselling and Psychotherapy (BACP), The Green House adheres to the Professional Conduct Procedure. If you do not feel that your complaint has been satisfactorily responded to, then a formal complaint can be made to the BACP.

If you have any questions about any of these things, please ask your Family Support Worker, Therapist, Green House Practitioner, contact info@the-green-house.org.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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