



Families Growing Together
Heidi Pannell

Families Growing Together Confidentiality and Privacy Policy

Introduction

In carrying out our day-to-day activities I process and store personal data relating to;

- The families I work with
- Parents, carers and professionals who attend our training and consultation events
- Enquiries regarding our services

I am required to adhere to the EU General Data Protection Regulations (GDPR) and am committed to protecting your personal data. This Policy explains when and why I collect personal information, how I use it, the conditions under which I may disclose it to others, and how I keep it secure.

Who I am

I am an Independent Provider who specialises in providing support and services for children who are traumatized or have attachment difficulties, to adoptive parents, special guardians, foster carers and birth parents. I also provide therapeutic training programmes and consultation to professionals and parents/carers.

What personal information we collect and why?

Personal information is any information that can be used to identify you.

When you use my services I will hold identifying information about you and your family along with information about any therapy/service that I undertake with you, which may include videos, reports and records of correspondence.

I collect this information to enable me to give you the best possible advice and service.

Other ways I may use your personal information

- To meet regulatory requirements and professional standards e.g. audits and supervision.
- For administration purposes
- For internal record keeping e.g. management of feedback or complaints
- To analyse and improve the services we offer
- Where it is required or authorized by law
- For outcome monitoring; tools may be used to measure the success of a service.

Confidentiality and Consent

If you share information with me, I will keep it and treat it with the strictest of confidence. By adhering to the General Data Protection Regulations, I will not disclose any information shared with me without consent to do so. See GDPR Policy and Procedures.

At the start of any intervention, you will be asked to sign your consent for us to;

- Process and keep information about you
- Share information with professionals when necessary and appropriate.



Sharing Information without Consent

Sharing information will only be undertaken without your consent when I have a statutory obligation to do so;

- When there is evidence of risk of harm to a child/young person or parent or others. See Safeguarding Policy.

On these occasions I have a duty to report the information to the relevant authority in order for appropriate action to be taken.

Keeping information secure

I will take all reasonable steps to safeguard your information while it is in my possession. I use a robust storage system to secure electronic information and locked cabinets for paper information. Devices are password protected and documents are encrypted or anonymised.

How long do we keep personal information?

I will keep your family file securely stored whilst the intervention is undertaken and then for 6 years afterwards. At which point it will be deleted electronically or shredded.

I will keep videos of sessions until the end of the intervention, when they will be deleted.

The only exceptions to this are if you have given your express permission for me to use videos or other information for training or supervision purposes until consent is withdrawn. Or if a child has made disclosures of abuse in sessions and there are potential criminal proceedings now or in future. In which case this information will be kept until the child turns 18.

Right of Access

You have a right of access to any information obtained and held by me during our involvement with you. This request needs to be placed in writing and if you require a large amount of information you may be charged an administration fee.

Responsibility for Policy Heidi Pannell

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