



1. What information do we keep?

- When you come to Healios for an assessment or support, we will take some notes so that we can give you the best possible care. These notes are called a health record.
- Your health record can cover things like your name and contact details, why you came to Healios and the dates and times of your appointments. We'll save this information on our computer system.
- Only people who work at Healios can see your health record because we have to keep it private. The laws that say we must keep your information safe are the Data Protection Act 2018, General Data Protection Regulation 2018 and the Common Law Duty of Confidentiality.



2. Why do we keep your information?

- We keep your information so that we can give you better care. We will use your information to plan your assessment or therapy and make sure your sessions meet your needs.



3. What are our responsibilities?

- We must keep your health record up to date and check the details included are correct.
- We have to keep your health record confidential and safe.
- We also need to share a privacy policy (like the one you're reading) with you. We have a privacy policy on our website, too: healios.org.uk/privacy-policy/



4. Who else might see your information?

- We will share your health record or session reports with other services involved in your care, for example, Child and Adolescent Mental Health Services (CAMHS) or the NHS.
- Your parents/guardians might also ask us to share your health record with them. Depending on the situation, we might ask for your permission before sharing information with your parents/guardians.
- Sometimes, we might legally have to share your information with other organisations, for example, with the police if they need it to investigate a crime.

5. What rights do you have?

- You can ask for a copy of your health records. If you say it's okay, someone else can ask for this information for you, for example, your parent or guardian.
- You can ask us to change any wrong information.
- You can tell us not to share your information. We will agree to this unless we have to share your information because of the law.

If you want to learn more about how Healios uses and looks after your information, speak to your clinician. If you would like a copy of your health records, please email infosec@healios.org.uk

Not happy with how Healios uses your information? Contact the Information Commissioner's Office for help: ico.org.uk