



## **Our Privacy Notice for Mondays@Northpoint and Thursdays@Northpoint**

Mondays and Thursdays @ Northpoint are emotional wellbeing services delivered by Northpoint Wellbeing, a registered charity.

In the context of delivering therapeutic support for users of these services, Northpoint Wellbeing will collect, store and use personal data about you. Your personal data will also be used to plan our services and to make sure those services are as good as they can be.

Northpoint Wellbeing in its role as Data Controller has a registered address of Leeds Bridge House, Hunslet Road, Leeds, LS10 1JN, and is registered with the Information Commissioner's Office (ICO) registration: Z5357295

We take our duty to protect your personal data and maintain confidentiality very seriously. We are committed to taking all reasonable measures to ensure the security of the personal data we are responsible for, whether this is computerised or in paper form.

At Board level we have a Senior Information Risk Owner (SIRO) who is accountable for the management of all the charity's information assets and a Caldicott Guardian who is responsible for the management of patient data and patient confidentiality. We have a Data Protection Officer who ensures the charity is accountable and in compliance with the General Data Protection Regulation (GDPR) and the forthcoming Data Protection Act 2018.

The Data Protection Officer is: Alison Cater ([alison.cater@northpoint.org.uk](mailto:alison.cater@northpoint.org.uk))

### **What information do we collect about you?**

We collect data about your health, and the treatment and support you receive from Northpoint Wellbeing.

The data we collect may come from you, or from other care providers e.g. a GP, Social Care or NHS services. It may include:

- Basic personal details about you, such as your name, address, date of birth, etc.
- Contacts we have had with you, such as appointments
- Relevant information from people who are involved in your care and know you well
- Notes and reports about your health, treatment and support

### **How is your personal information used?**

Your data is used to direct, manage and deliver the support you receive, to ensure that:

- The therapist involved in your care has accurate and up to date information to assess your health and decide on the most appropriate support
- Appropriate information is available if you are referred to another service or a health professional Your data will also be used to help manage the service and protect the health of the public, through reviews, statistical analysis, and research.
- Your anonymised data may also be used to ensure the charity can meet people's needs in the future.

Our lawful basis for processing your information under Data Protection legislation is:

Legitimate interest: Article 6(1)(f) gives you a lawful basis for processing where:

“processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data”

The legitimate interest is being able to provide you with a service that meets your needs. Therefore, we hold contact information to be able to communicate with you and health information to best meet your therapeutic needs.

We process special category data under **Article 9(2)(h)** – as *“processing is necessary for the purposes of ...the provision of health care or treatment...”*

### **Storing your personal data**

Records are stored either electronically on our secure systems or in a locked filing cabinet at Northpoint’s offices. It is kept for up to 7 years.

### **Who do we share personal information with?**

We may share some aspects of the data we collect, subject to strict agreement about how it will be used, with:

- Healthcare services
- Social care services

We will not disclose your information to any other third parties unless:

- We have your permission
- We have to share it by law
- We have good reason to believe that failing to share the information will put you or someone else at risk of serious harm or abuse
- We hold information that is essential to prevent, detect, investigate or punish a serious crime

Please ask our staff if you have any concerns or would like further information. Alternatively, you can contact the: Data Protection Officer, Northpoint Wellbeing, Leeds Bridge House, Hunslet Road, Leeds, LS10 1JN 0113 243 3400

### **Your Rights**

We will ensure your rights are respected. You have:

- The Right to be Informed – we tell you what we do with your information. We do this through notices like this, service information leaflets, notices on our websites and posters.
- The Right to Rectification – we will correct any personal information that is inaccurate or rectify any data that is incomplete.

- The Right to Object – you have the right to object to how we process your information. Your objection will be considered in relation to your particular situation; we will stop processing unless there is a legitimate reason for us to continue e.g. we will not be able to stop the processing of your data to provide you with support and this is needed to provide safe care.
- The Right to Restrict Processing – we will temporarily restrict processing your data, whilst we check the information, if you query the accuracy of it. We will also restrict processing (if you raise an objection to how we process your data) whilst we consider your objection.
- The Right of Access – you can ask for copies of information we hold about you. This is called a subject access request. If you would like to request a copy of your records, please contact the Data Protection Officer, Northpoint Wellbeing, Leeds Bridge House, Hunslet Road, Leeds, LS10 1JN.

The Right to Erasure-Under Article 17 of the UK GDPR individuals have the right to have personal data erased. This is also known as the 'right to be forgotten'. The right is not absolute and only applies in certain circumstances.

**Complaints**

You can also complain to the ICO (Information Commissioners Office) 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>