



OUR PRIVACY NOTICE AND YOUR PERSONAL INFORMATION

1. What is our legal basis for processing your personal information?

Compass' legal basis for processing your personal information is that we provide a health service to you. This is with the exception of information gathered as part of the National Child Measurement Programme, where our legal basis is the provision of statutory services. Compass practitioners will always seek your agreement for us to store and process any personal information you supply.

2. What information do we collect about you?

- Basic details about you such as name, address, date of birth, your GP details and next of kin
- Relevant information collected as part of a health assessment of your needs
- Details and records about any current and previous support and treatment including details of the care you have received from us
- Relevant information from other professionals, relatives or those who have been involved in your care and/or who know you well

3. Why we collect and store your information?

We collect and store the above information to ensure that you receive the right service from us. In addition, we accurately record the interventions or treatments you receive from us. If we do not provide the service that you need, we may pass your personal information onto the relevant people who can meet your needs, but we will let you know before we do this and you can ask us not to.

4. How we store your personal information?

We may store your information either electronically or on paper. In either case, we have robust and strict controls in place to ensure your records are **only** accessed by those who have a right to see it. In the case of electronic records, these are encrypted and access is controlled by a password. Paper records are stored in locked cabinets and are only removed when they are being used. Furthermore, we always use secure networks when sharing your personal information electronically.

5. Who will have access to your personal information?

Information held about you is specific to the service/ care that you are receiving from Compass. Only Compass staff providing care to you will have access to your information - this will be done on a 'need to know' basis and restricted to within the service.

6. Who do we share your information with?

No information where you can be identified is ever shared with any other agency without your permission with the exception of when it is necessary to keep you or others safe from harm; or we have a legal obligation to release the information to statutory organisations (e.g. CQC/Ofsted).

We expect other agencies and professionals to keep your personal information safe and secure and to use them only for the purposes of the interventions and treatment you require.

We may share information we have gathered from you, without your permission, with organisations such as local authorities, regulatory bodies and the NHS to help them deliver good health services. When this happens, your information will be included with other people who use our services. Anybody who receives the data will not know that it came from you and it will not be identifiable.

7. Your rights to your records

You have the right to apply for access to any records/information kept by us about your care at any time via a Subject Access Request.

If you want to see your care records, you or an appropriate adult can make a request in writing to the service that is providing your care. Please ask a member of staff about how you can complete this request and they will provide you with the support to do so.

You also have the right to withdraw your consent at any point. If you wish to do so, please discuss the reasons for this with your key worker in the first instance. This is so you understand what will happen as a result of withdrawing your consent so you can make an informed decision.

You also have the right to request deletion of your personal information. If you wish to do so, please discuss this request with your key worker who will explain the process that you will need to follow.

8. Further Information

If you require any further information or are unhappy about the way in which your personal information has been handled, please discuss your concerns initially with your Compass key worker. If they are unable to help then please request to speak to the service manager of the service to raise your question/concern.

Alternatively you can make a complaint in accordance with our Complaints procedure which your key worker or the Service Manager can explain to you.