



Privacy notice for clients

The purpose of this statement is to be clear and transparent about how Lifecentre uses your personal information. This privacy policy applies to people who use our therapeutic services.

The personal data we process

We process the personal information from your referral form and other documentation. Only with your express consent will we obtain further information from professionals whose contact details you provide us with, such as doctors, referring agencies or others from whom you have received support.

Lifecentre also processes what is called "special category data", including information about your race, ethnic origin, religion, health and sexual orientation, which is obtained via the referral form. We collect this data to make sure we are providing you with a service that is of a clinically high standard and so we can report to the people who fund our work.

When reporting to our funders, all special category data is completely anonymised and will not be identifiable to you.

If you disclose to us any criminal activity that has been committed or is planned to be committed we may need to be shared this information with the police or other relevant law enforcement agencies. Any criminal activity data we process is processed in line with our GDPR policies and procedures.

Our website uses browser cookies; please see our cookie policy on the website for further information.

How we use your personal data

We use your personal data for the following purposes:

- To provide you with the clinical services that we offer.
- To monitor the effectiveness of our services and clinicians.
- To provide anonymised data to our funders.

This data is required to ensure the service we provide to you is appropriate, safe, effective and monitored.

As a charity funded predominately by grants, trusts, and other contracts we are asked to provide reports to funders to ensure the funds we are given are being spent appropriately, and to demonstrate the impact of our service to potential new funders. Any information we provide these organisations will not identify you but be anonymised. Summarised data from your referral form, clinical outcomes measurement and other session data may be used.

You are under no statutory or contractual requirement or obligation to provide us with your personal data. But failure to do so may mean we are unable to offer you any of our services.

Disclosure of your personal data

Your data will be treated as strictly confidential and will be shared only with the therapist assigned to you, our internal staff who need to see your data and any government or statutory organisation as required by law.

International transfers

Some of our systems may store your data outside of the UK or the EEA. Where this is the case we will ensure that at least the same or better regulations and security assurances exist in order to keep your data safe.

How we protect your personal data

Protecting your data is important to us and we have put in place security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We also limit access to your data to those employees, volunteers, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions confidentially.

We have put in place procedures to deal with any suspected data breaches and will notify you of a breach where we are legally required to do so.

We may anonymise your personal data (so that you can no longer be identified from such data) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of other websites you visit.

Data retention

We keep your data for no longer than reasonably necessary in line with our data retention policy to assure the quality of our service, in case of any legal claims/complaints, for safeguarding purposes and in case you rerefer.

Your rights

Unless subject to an exemption under the GDPR, you have rights with respect to the data we process, including the following:

- the right to request a copy of the personal data which we hold about you
- the right to request that we correct any data if it is found to be inaccurate or out of date
- the right to request your data is erased where it is no longer necessary to retain such data
- the right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- the right to data portability from one electronic environment to another, where data is processed by electronic means
- the right to object to the processing of personal data in certain circumstances; your right to object to direct marketing is absolute
- the right to be informed when automated decision making and profiling is used and to request human intervention
- the right to withdraw your consent to the processing at any time, where 'consent' was our lawful basis for processing your data.

For further details on your rights under the GDPR/ DPA 2018, please visit the ICO website.

Keeping your data up to date

We always try to ensure the data we hold is accurate and up to date. Please advise us if you change any details, such as your address, contact number, etc. so that we may update our records accordingly.

Automated decision making and profiling

We do not make any form of automated decision making.

How to make a complaint

To exercise all relevant rights, queries or complaints, in the first instance please contact our Data Protection Officer Jacob Whiteside on jacob@lifecentre.uk.com.

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the: Information Commissioners Office on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

