

Anthony Davies childhood bereavement ltd takes the privacy and safety of our families very seriously. We have written this document to tell you:

What information (data) we collect

How we use it

How long we store it

Your rights with regards to the information you share with us

Your Data - Your Rights

When you or a significant other refer to our service you give us some basic information. This information is called “data”.

This data tells us how many families have been referred to Anthony Davies childhood bereavement ltd and also their year of birth, gender, ethnicity and the area where they live and your contact details. This information is stored securely on our servers and is anonymous and encrypted. (Coded which ensures your data is protected).

We use this data to measure how we are performing as a service and to improve our service and to ensure you receive a professional, confidential service.

For Us to be able to improve its services, we need to work with external agencies such as your school, nursery or general practitioner, sometimes your data is shared between those agencies but we would like to assure you it is only on a need to know basis. All information shared about you is done in a secure and confidential way.

We may ask you some questions about how you are feeling emotionally, we may use this data to ensure we are working in your best interest. We also use this data to update our own learning so as to develop our own way of working effectively.

We may also share your data with the company/companies that provided you with access to the service. Any data shared will be anonymous and securely transferred.

We store and share this data safely and completely anonymously, and follow all legal requirements for this. No identifiable information will ever be shared outside of our organisation for research purposes.

Case studies

We are sometimes asked by the people who pay for the service, the funders, to provide them with anonymous case studies and examples of our work with young people. The funders use the case studies to see how well Oakleaf is doing in supporting you.

Counsellors also have to take part in ongoing training and development so that they can be best placed and trained to support you.

Sometimes getting extra help for you can be really helpful. Depending on where you live you may be given the option of a referral to another service in your area.

If you choose to self-refer to one of these services through the Anthony Davies childhood Bereavement ltd you will be asked to give us your personal details: your name(s), address, phone number and date of birth. This information/data is called Personally Identifiable Information or PII for short.

Your PII will be stored on our system and is only accessible to the manager and the organisation you are being referred to. The counsellor will seek your consent to pass over your details, although we will ‘act’ to protect you without your consent if necessary or if you are unable to give consent. We will always let you know who we are passing details to and would work with you to agree every step we may take and why, if this is appropriate to do so.

Safeguarding

If we are really worried about you and think that you are at risk or danger, we will talk to you about the need for somebody outside the service to know what has happened or what is happening to you.

We would only do this if:

Your life is at risk because of something you are doing

You are at risk from somebody else

You are a risk to somebody else

In these cases, your counsellor will ask you for your contact details so that they can refer you to the appropriate services or get the help you need.

Your PII will be stored on our system and is only accessible to the Service and the organisation you are being referred to. We will always:

Seek your consent to pass over your details, although we will act to protect you if you are at risk of harm, if you tell us something which means you could pose a risk to others or if you are unable to give consent

Let you know who we are passing details to and why

Keep you informed of any actions we intend to take

Where possible, we will work with you to agree every step taken

Your right to withdraw your consent - as with adults all young people have the right to withdraw consent if you have shared any personal identifiable information with us and we are able to identify you. You can withdraw your consent to share information at anytime. A request to withdraw consent should be sent to Lisa Davies at Lisa.Davies@anthonydaviesbereavement.co.uk

The right to view the data we hold about you.

Children and young people have the same rights as adults to see what data is kept about them. If you want to view your records you can do so by contacting Lisa Davies at Lisa.Davies@anthonydaviesbereavement.co.uk

We can only show you your data if we know who you are and you can provide proof of your ID.

Because your data is sensitive and may be triggering we don’t post out data to children and young people, but will invite you into our office in, so that a trained counsellor can provide support to you while you view your data.

If you have any other questions do not hesitate to speak to a member of the team