

Important information – please read

Under UK GDR we have to give you information about how we collect, store and use your data. This means not only personal details such as your name and address, etc but also anything that you tell us about your health including mental health and why you have accessed our service. We want you to understand this so that you can make an informed choice about what you might tell us and how you might use the service we can offer.

It is important for you to know that when you share information with us that there are certain circumstances in which we may share that information and while we will always ask your consent this isn't always needed.

Circumstances where information can be shared:

Safeguarding and Risk

We have a responsibility to ensure your safety and wellbeing. This means that if you share anything with us that suggests you or someone else may currently be or historically have been at risk of harm, we may need to share that information with other professionals. We will always try to talk to you first about any concerns and explain what steps we might need to take together. Your safety is our priority, and we're here to support you

Your GP

We will routinely share information with your GP as they have oversight of your care and have a responsibility to work with relevant health and social care professionals and agencies to deliver a package of care that meets your needs. This will mean that we share information with them about any risk you may present to yourself or others currently or historically. Historical risk can be an indicator of increased risk now or in the future.

We will not share with your GP the details of what you discuss in your appointments but will give them an overview of the progress you have made.

Other services and agencies

We may share information we have collected about you with other health and social care services. We will only do this if we believe it is in your best interests to do so and will only share as much information as is relevant to your care.

There are some circumstances where we are obliged under law to share information about you, such as when ordered by the court or requested by the police for detecting or preventing crime. There are some circumstances where we will only share information with your written consent such as when a solicitor requests your records to support you with a claim for example.

Your information: how it is used and how to gain access to it.

Who are we?

NHS Trafford Talking Therapies is delivered by The Big Life Group, Oakland House, First Floor East, 76 Talbot Road, Manchester M16 0PQ. We use information about you to enable us to provide safe and effective services, which meet both your needs and the needs of the community we serve. This privacy notice sets out how we will use your personal data

What information we collect and how we collect it.

Usually, we will collect this information directly from you, but sometimes we may collect this indirectly from someone else such as a GP or other health professional through our referral process. The types of data we collect are:

- **Personal details** (such as name, address, contact information and email) so that we know how to keep in touch with you
- **Details about your family, lifestyle or social circumstances** (such as details about your family and household members) where this is relevant to the service we are providing
- **Education and training details** (such as where you study) if this is relevant to service we are providing you with
- **Employment details** (such as where you have previously worked, the jobs you have had) if this is relevant to service we are providing you with
- **Financial details** (such as debt management) if this is relevant to service we are providing you with
- **Services provided** (such as details about any services you have accessed through us or another organisation) so that we understand what has or hasn't worked for you in the past

- Sometimes we also collect **sensitive, personal data** about you. This includes information about your health, religion or beliefs, sexuality, ethnicity, and offending details.

We collect information about your mental and physical health and other sensitive data (e.g. substance use, offending) because it is necessary to be able to provide you with this service. There are additional safeguarding procedures in place to ensure we understand our duty of confidentiality when processing this type of information.

We collect diversity information (e.g. ethnicity data) to monitor that the services we provide are being delivered equally and fairly to people from all types of backgrounds. In this case, you can indicate that you prefer not to give us this information.

Why we collect your personal data and what our legal basis for doing this is

In most cases, we will process your data because it is necessary to provide you with a safe and effective service. This also includes any steps we have taken at your request to enable you to access this service. We process your personal data in order to:

- Keep a record of your personal and appointment details so that we have a record of how and when to keep in touch with you
- Record details about, for example, referrals, assessments and support plans with you so that we are clear about what you need and to provide you with a service that meets those needs
- Evaluate the effectiveness of our service

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for using personal information is

- (e) We need it to perform a public task

Under UK GDPR, the lawful basis we rely on for using information that is more sensitive (special category such as health)

- (h) To provide and manage health or social care (with a basis in law). See this list for the most likely laws that apply when using and sharing information in health and care.

In our use of health and care information, we satisfy the common law duty of confidentiality because you have provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses).

Document Number: ISO: TTT003/04v3

Revised: December 2025

Classification: Public

To be reviewed: November 2026

In some cases, providing us with your personal data is optional and in these cases, we will make this clear and ask for your explicit consent to process this data by providing you with a consent form. Even if you have given your consent, you will be able to withdraw your consent at any point if you change your mind and the form will tell you how to do this.

National Data Opt-Out

Confidential patient information about your health and care is only used where allowed by law. Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed. You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

More about who we share your information with.

Your information, whether on electronic or paper records - including referral forms and clinical records – is personal and sensitive and the processes we use for collecting, storing and retrieving your information are secure to prevent against unauthorised access.

Your worker, administrator and their supervisor/manager will usually be the only people authorised to access your information and they will do so to ensure we are providing an effective service. Other managers may need to access your information to investigate complaints, safeguarding concerns, incidents or to audit services.

Where possible we will always inform you when we need to share information outside of the service.

Information is shared more widely to monitor and evaluate the quality and performance of services; in these circumstances your name and any other details which may identify you will be removed prior to analysis and inclusion in reports.

All our staff and volunteers are required to adhere to our confidentiality and information security policies. If we find out that an unauthorised person has had access to your information we will inform you and take appropriate action.

How long we keep your data and why.

We will store your information according to the mandatory periods set out in the NHS Records Management Code of Practice. This is currently for 20 years after you have left the service.

Your rights under the data protection law.

Under the data protection law, your rights are as follows:

- You have the right to be informed about how we process your data (this is detailed in this privacy notice)
- You also have the right to request that we correct your data if it's factually inaccurate or incomplete. We are required to respond to requests within 1 month
- You have the right to access a copy of the information we keep about you or authorise another person or organisation to be provided with your information – this is known as a subject access request. We are required to provide this within 1 month
- In some circumstances, you have the right to ask us to erase all your personal data (but we may refuse to do this if we can show we have a lawful reason to keep it)
- In some circumstances you have the right to object to data processing or request that data processing is restricted (but we may refuse to do this if we can show we have a lawful reason to keep it)

If you have a concern about the way we are collecting or using your personal data, want to ask us about any of your rights described above or ask us any other questions about this privacy notice, please our Data Protection Officer:

Laurence Housden
The Big Life Group
Zion Community Resource Centre
339 Stretford Road
Manchester
M15 4ZY
loz.housden@thebiglifegroup.com

If you are not happy with our response, you have also the right to complain to the Information Commissioners Office. This is the UK's independent authority. It has enforcement powers and can investigate complaints and compliance with data protection law. Your rights are described in detail on the ICO's website - <https://ico.org.uk/>.

Document Number: ISO: TTT003/04v3
Revised: December 2025
Classification: Public
To be reviewed: November 2026