



What information we store

During the time we are working with you we may collect the following information about you:

- Full names of child, parents or carers, and other significant family members
- Date of birth
- Address, telephone numbers, and email addresses
- GP and school contact details
- Reasons for seeking therapy
- Family history
- Experiences of school, social interactions, and relevant medical information
- Support networks, strengths and interests
- Video records of therapy sessions
- Records of supervision, meetings and correspondence.

Why we store this information

The General Data Protection Regulations define specific legal bases for storing information. Several of these apply to the information which we store about our clients and their families:

- We ask clients and/or parents to consent to us storing and using this information
- We only store the information which we need to provide the service which you have asked us for
- In some cases, we need to use the information we have collected in order to safeguard vulnerable children and young people.

How information is stored and used

Beacon Family Services keep electronic records. These are to help your therapist in their work with you. They also help us to check that we are offering a good service and that our work is effective. Your therapist will keep a video record of each session, an assessment report that informs treatment and copies of any correspondence sent or received in relation to our work.

We store all records securely, including the use of encryption. These records will only be maintained by Beacon Family Services and stored securely during the time your family is undertaking sessions or until Beacon Family Services have fulfilled our statutory obligations.

Your address, phone number, or e-mail address may be used to contact you in relation to your therapy. During the referral process, we will ask you to confirm the best ways to contact you.

Confidentiality

Information about your family and therapy sessions is only shared on a need to know basis. It is considered best practice to share information with relevant professionals in order to work together to support your child's needs. We will routinely share information with your child's G.P, nursery, school and any other professionals involved in your child's care unless you request (in writing) that this should not happen. You will be asked to provide a list of the professionals involved in your child's care.

There are some situations where we may pass on information without a client's agreement. These are:

- • When a therapist is concerned that a child, young person, or someone else would be at serious risk if we did not pass on information.
- • When we have information relating to criminal acts we are legally obliged to report this.

If at all possible, we will discuss our concerns with the client first and come to an agreement about what is best to do. We will tell the client what information we are going to share, and who we are going to tell.

All therapists receive professional, external supervision, which is also kept confidential.

Access to records

You have the right to see records that are kept about you. If you would like to do this, please ask your therapist. They will explain anything in a record that is unclear. You have the right to correct any part of a record that you believe is wrong.

Information stored about children belongs to the child, and young people have the right to ask to see their own records. If younger children want to see their records, their parents can request this on their behalf. We then have a legal obligation to consider whether it is in the child's interest to release this information to their parent.

Parents have the right to ask to see information which is stored about them, for example records of meetings where they were present.

Monitoring and evaluation

We evaluate all our work to ensure that all of the services we deliver are effective, to enable therapists to continue to grow and improve their practice, and to help us plan and develop our service.

Therapists may record your comments in relation to your experience of therapy. We will store this information anonymously and where used to support our service ensure that there is no possibility of individuals being identified.

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