

# EDS Privacy Notice

## For Clients

### Who We Are

Eating Disorder Service, Plymouth (EDS) is a charity based in Plymouth. We are commissioned by the North, East and West (NEW) Devon Clinical Commissioning Group to provide community-based services to sufferers of an eating disorder. We are therefore a health oriented, psycho-therapy service and part of our role may require information we collect from you if appropriate, to be communicated to other health care services. We will happily discuss the implications of this policy with you at your assessment or anytime as requested.

### How we collect personal information about you?

1. During initial contact, we will collect relevant personal information either directly from you or from other professionals involved in your care. This will enable us to process your referral. This information includes:
  - your name,
  - address,
  - contact telephone numbers,
  - email address,
  - GP name and surgery information,
  - any other professionals involved with your care,
  - other relevant information regarding your current health/concerns
2. During your assessment, further relevant personal and social background and up-to-date information regarding your health struggles will be discussed and collected by the assessor (a therapist) to aid our decision on:
  - a) whether you have an eating disorder
  - b) what package of support would be most helpful
  - c) making recommendations (if possible and appropriate) for other available help if we are not the appropriate service to help you

### How will EDS use the information about you?

3. If you have self-referred, we would wish to communicate with your GP to inform him/her of our involvement after your assessment. We may also contact others (healthcare professionals you are involved) with whom you have given us permission on the form. There are occasions whereby we may need to make other contact under the conditions outlined below:

- With your permission, while you are receiving support, where other professionals are also involved in your care, the therapists or management team may share appropriate information, e.g. reviews/care plan meetings via written updates with these professionals.
  - If we become concerned about your wellbeing, we will encourage you to speak with your GP (or a relevant service/personnel). In some instances, we might only agree to work with you if your weight, physical and/or psychological health are being monitored by your GP or the mental health team, e.g. if your weight is such that it puts you into a physical risk category, or you seem very depressed and vulnerable psychologically.
  - Should these concerns persist to a point where we feel you are in medical or psychological danger, and we have reasons to believe that you are unable to speak to your GP, we would consider breaking your confidence and relate such concerns to the appropriate personnel. We will nonetheless at all times, seek to inform you of our decision to act on your behalf.
4. There are additional instances where we are required, by law, to pass on information to others:
- a) If it was identified that you might commit a crime against another person or were deemed to be at risk to yourself or another.
  - b) If we were concerned that a child might be at risk of any form of abuse or harm.

***In any such circumstance, EDS would do its best in the first instance, to inform you of our plan of action and to offer you support throughout the process.***

### **Your rights regarding your personal information EDS holds**

- 5. All letters about you, to and from other professionals and notes made as part of your care at EDS will be held under lock and key in our office. Legally, you have a right to access information held about you, if you wish to pursue this, please obtain a request form and separate information guide from the Practice Manager or management team in the office.
- 6. If it has come to your notice that any personal data we kept about you is inaccurate or incomplete, you are entitled to have the data rectified. Please inform a member of staff of this and we will rectify the information accordingly.

7. From time to time we have visiting professionals or groups of students with us, should you ever encounter someone you know, or feel discomfort in their presence, please feel free to talk to a member of staff about this. Naturally, your confidentiality will be respected at all times.
8. At the point of discharge from EDS, the information we hold about you will be archived in locked cabinets. This will be held for 5 years before being securely destroyed. EDS employ a reputable data destruction firm on-site to undertake this deletion procedure. A certificate is then issued to confirm safe destruction by the company. Electronic information held will be deleted after the same period so that they are no longer available on a 'live system'.
9. IT hardware that required disposal from EDS will firstly be restored to its factory settings before sending to our local appointed specialist IT service to undergo further secure data removal process. This will ensure that your data is permanently deleted from the system.
10. You have the right to raise a concern about EDS' handling of your personal data, or compliment if you think we have done well. If you have a formal complaint, you can ask for a copy of EDS Complaint Procedure or to discuss this with your therapist or any of the management staff. It is also your right to contact the Information Commissioner's Office directly about how we manage your information.

# Eating Disorder Service Client Consent Form

If you understand and are satisfied with the information given in EDS Privacy Notice, please sign the consent below as part of your engagement with our service.

I, (print name).....agreed that I have read EDS Privacy Notice and understood the explanations given regarding:

- the reason why EDS need to collect personal information from me;
- who are likely to collect the initial and on-going information;
- when and how the information will be collected;
- who EDS may share this information with and why;
- my right to withdraw consent at any time;
- my right under the new General Data Protection Regulations (GDPR);
- how long will the information be kept after my discharge from the service;
- I am satisfied with the process of deletion and destruction of such information undertaken by the specialist services appointed by EDS.

If there are anyone other than those who are within statutory services, for example a partner/family member/carer or someone close to you whom you would like to give permission to EDS to share your information, please specify below:

**Name of Person:**

**Contact No:**

**Address:**

Client Signature: ..... Print Name: .....

Date: .....