Therapeutic Support Services

Date Approved by Directors: July 2026

Review Date: July 2027

Practice Location:

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CONFIDENTIALITY AND DATA PROTECTION POLICY

Purpose

This policy outlines how Therapeutic Support Services protects the privacy and confidentiality of everyone who engages with our services, in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

We recognise that confidentiality is fundamental to building trust in therapeutic and support relationships. All staff, subcontractors, trainee practitioners and volunteers are required to uphold the highest standards of confidentiality and data protection at all times.

Confidentiality

Information shared with our team, whether in therapy, supervision or outreach support, is treated as strictly confidential.

Confidential information may only be shared when:

• The individual has given explicit, informed consent.

• There is a legal obligation to disclose information (for example, a court order).

• There are safeguarding concerns indicating a risk of serious harm to the individual or others.

• The information is required for professional supervision or team consultation to ensure the quality and safety of care.

Where it is safe, lawful and appropriate to do so, we will seek to inform the individual before information is shared.

Data Protection

We are committed to collecting, storing and processing personal information lawfully, fairly and transparently.

Key principles:

• We only collect information that is necessary for service delivery.

• We ensure personal information is accurate, kept up to date where necessary and limited to what is relevant for the purposes for which it is processed.

• Personal information is securely stored and protected against unauthorised access, loss or disclosure.

• Information is retained in accordance with our data retention schedule and only for as long as necessary before being securely destroyed.

• Digital records are held on encrypted systems compliant with UK GDPR.

• Paper records (where used) are stored in locked cabinets within secure premises.

Use of Digital Technologies

Therapeutic Support Services may use secure digital technologies to assist with administration, communication and document preparation.

Any use of digital tools, including artificial intelligence (AI), will be undertaken in accordance with UK GDPR, the Data Protection Act 2018 and our organisational procedures. Personally identifiable client information will not be entered into AI systems unless appropriate contractual safeguards are in place and its use is lawful, necessary and compliant with our data protection obligations.

Access to Information

Individuals have the right to request access to the personal information we hold about them (known as a Subject Access Request).

Requests should normally be made in writing to the Clinical Director. We will respond within one calendar month in accordance with UK GDPR.

Data Sharing

Information may be shared with third parties (for example, schools, social care or health professionals) only where it is:

• Relevant and necessary for the support being provided.

• Shared with informed consent, unless there is a legal or safeguarding duty to do otherwise.

• Shared only with organisations that are required to comply with equivalent data protection standards.

Data Breaches

In the event of a personal data breach, the Clinical Director will assess the level of risk and, where required, report the breach to the Information Commissioner's Office (ICO) within 72 hours. Individuals affected will be informed where required and appropriate.

Data Protection Concerns or Complaints

If you have any concerns about how your personal information has been collected, stored or used, we encourage you to contact Therapeutic Support Services in the first instance so that we can investigate and resolve the matter.

If you remain dissatisfied after following our organisational complaints procedure, you have the right to raise your concern with the Information Commissioner's Office (ICO), the UK's independent authority for data protection.

Review

This policy will be reviewed annually, or sooner if legislation, guidance or best practice changes.