

# DATA HANDLING & RETENTION

**Referre** is registered with the Information Commissioner and handles all data in line with the UK Data protection legislation



In keeping with our obligations as a provider of medical services in the UK we retain your information for the period set out by NHS and GMC guidance.

Age at Cloure	Destruction Date
0 to 16 years	25th birthday
17 to 18 years	26th birthday
18+	8 years from last contact

For medicolegal work we only retain our data for 5 years. All data supplied to us by solicitors and other parties is destroyed on conclusion of the case. For Equine therapy we only retain data for 5 years.

When we receive a referral but the child is not seen the notes are destroyed 6 weeks after closure.



You are entitled to see the data we hold on you. This can be arranged by contacting us. We will charge a fee to cover our administrative costs.

*Please note that when there is information in the notes which refers to a person not making the request (eg a child's individual therapy session) that data will be redacted.*



REFERRE Ltd  
Registered in England and Wales,  
Company Number 07994933  
Registered address Unit 2, The Pound, Devizes SN10 3LG

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## Write to us

PO Box 3034  
Devizes  
SN10 4WR



## Call us

0117 3189 842  
(answering service)

# PROCESSING AND SHARING OF INFORMATION

## **We process personal information about our:**

- patients;
- customers and clients;
- staff and associates;
- suppliers;
- business contacts; and
- professional advisers.

## **Purposes for processing information**

We process personal information to enable us to provide health services to our patients, to maintain our accounts and records, promote our services and to support and manage our Associates.

## **Type/classes of information processed**

We process information relevant to the above reasons/purposes. This information may include:

- personal details;
- family details;
- lifestyle and social circumstances;
- goods and services;
- financial details; and
- employment and education details

We also process sensitive classes of information that may include:

- physical or mental health details;
- sexual life;
- racial or ethnic origin;
- trade union membership;
- offences and alleged offences; and
- religious or other beliefs of a similar nature.

## **Who the information may be shared with**

We sometimes need to share the personal information we process with the individual themselves and also with other organisations. Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA).

Where necessary or required we share information with:

- healthcare professionals
- social and welfare organisations
- central government
- business associates
- family, associates and representatives of the person whose personal data we are processing
- suppliers and service providers;
- financial organisations;
- current, past and prospective employers; and
- employment agencies and examining bodies.

If we share your information we will seek your consent (unless we are mandated by a Court Order or Statutory Requirement about which we have no choice). We will always inform you of the sharing.

## **Undertaking research**

Personal information is also processed in order to undertake research. For this reason the information processed may include name, contact details, family details, lifestyle and social circumstances, financial details, goods and services. The sensitive types of information may include physical or mental health details, racial or ethnic origin and religious or other beliefs. This information is about survey respondents. Where necessary or required this information may be shared with customers and clients, agents, service providers, survey and research organisations.