

DATA HANDLING & RETENTION

Referre is registered with the Information Commissioner and handles all data (including that for *InPlainSight* and *PlainTalk*) 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 periods that are in keeping with government and professional body guidance.



Type of treatment	Aged less than 17 at closure	Aged 17 to 18 at the closure	Aged 18+ on closure of case
Medical treatment only or as part of treatment package (which can include Equine Assisted Psychotherapy)	To 25th Birthday	to 27th birthday	8 years from last entry
Psychotherapy only	8 years from last entry	8 years from last entry	8 years from last entry
Assessment only with no further treatment	8 years from last entry	8 years from last entry	8 years from last entry
Equine Assisted Psychotherapy	8 years from last entry	8 years from last entry	8 years from last entry
From the Courts or Legal services	We only retain data for 8 years from the date of the final report . All data supplied to us by solicitors & other parties is destroyed on conclusion of the case.		
Referred but not seen	Not retained - destroyed within 4 weeks		

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
07881 296811

PROCESSING AND SHARING OF INFORMATION

We process personal information about our:

- patients (or users);
- 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 best quality health services to our patients (or users); maintain our accounts and records; promote our services; and support or 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 them self 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, or there is a risk of significant harm to the person we are sharing the data about). We will inform you of the sharing.

Undertaking research

Personal information may also be 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. Information for research will only be shared with your consent.