

# **Data Protection and Confidentiality Statement**



**Ormiston  
Families**

Brighter futures

**Supporting Smiles**



**Before completing Ormiston Families' Supporting Smiles' online referral form, you must read and accept the following data protection and confidentiality statement.**



## Confidentiality

Our service strives for confidentiality and access to your records is restricted and carefully monitored. However, due to the nature of the service and sector in which we work, we cannot guarantee full confidentiality.

When needed, we share information with other professionals including your GP, Child and Adolescent Mental Health Services (CAMHS) and Norfolk County Council's Early help service. This is to ensure that we are working together to provide every young person with the right support at the right time. By submitting a referral to us you agree that we can share your confidential information with those agencies if/when necessary.

We handle your information sensitively and, if you have capacity, we will always ask you first before sharing it. We are only able to share it with certain people and when there is a good reason, and we will always keep you informed.

Sometimes confidential information can be shared without permission, but only with certain people and there has to be a reason for doing so, e.g. to protect the safety of someone. When this happens, we always make a record of the names and reasons we have shared confidential information without permission, and we let you know that this has happened.



# What information do we collect?

We collect the following information from you, a carer or relative, or other professionals in order to provide you with direct health and/or social care:



**Name**



**Date of birth**



**Address**



**Phone numbers**



**Email address**



**Family details**



**NHS number**



**Racial or ethnic origin**



**Religious beliefs**



**Preferred language**



**Gender and sexual orientation**



**Health and well-being**



**GP and school address**  
(if appropriate)



**Personal situation and family environment**



# **We collect this information so we can...**

- 1 Confirm your identify.**
- 2 Keep in-touch during your time with us.**
- 3 Ensure accurate and up-to-date information is available to all staff associated with your referral and treatment.**
- 4 Assess your health and/or social care needs.**
- 5 Provide you with safe and effective treatment.**
- 6 Keep you and others safe.**
- 7 Meet our contractual and legal obligations to provide you with health and/or social care.**



## How do we keep your information safe?



Your personal information is **held securely** on a web-based system or in locked cabinets. You can have access to your records at any time.

## How long do we keep your information?



We keep your information for **6 years** unless a contract or policy requires us to keep it for longer. At that point we will destroy your records responsibly.





**You can read the full Supporting Smiles' privacy notice for more information here:**

**[www.ormiston.org/privacy-and-cookies](http://www.ormiston.org/privacy-and-cookies)**

**You can contact us if you have any questions or complaints in relation with this notice or the information we hold about you by calling 01473 724517 or emailing: [privacyofficer@ormistonfamilies.org.uk](mailto:privacyofficer@ormistonfamilies.org.uk)**