



How we use your information



RESPOND 
from hurting to healing

The information we ask you for



Your name, address, telephone number and email.



Your date of birth



Your gender



Your family, the people you live with and what help you want.



Organisations, people and the services who work with you.



Any information we need from your assessments.



Any information we send to you and your responses about the service.



We may have video and audio recordings of therapy sessions. This will only happen if you tell us we can do this.

We may ask you for some personal information



Your ethnic group



The religion you follow



Your sexual orientation.
We ask this so we can understand your relationship history.



Your health this includes

- Medical information
- Disability
- GP surgery



If the person who uses the service is under 12 years old or does not have mental capacity we will ask a parent or guardian for consent to use the information shared.



We will check that the person we ask has parental responsibility.

This means that they have the legal right to give consent for the young person.



If a young person has capacity and does not consent to the information been held by Respond then it will be removed.



We work with other services.

They will share information with us which they get from you.

Why we collect and use this information



To keep in touch with you.



To find out and understand what support you need.



To work out how we can help you.



To remind us what we need to do from your assessments.



To make sure our risk assessments keep everyone safe.



To be able to report and share information about our service.

We will not use names when we do this.



How we store this information

Our database is secure and we will keep your information in a safe locked cupboard.

We will keep your information for seven years after we have stopped working with you.



We keep the information you have given us permission to hold so we can help you.

You can ask to see the information we have.

When we may share your information



With your GP if you ask us to report concerns, get an appointment or need a referral to another service.



With other professionals who need to be involved in your support.



With Respond volunteers and staff who are working with you or as part of safeguarding or complaints.



To a person you have given us permission to speak to or in an emergency.



We will share information if we think you or someone else is at risk. We will do this without your consent. Where possible we will tell you first.



Our full privacy notice is on our website.

<https://respond.org.uk/privacy-policy/>



You can contact our data protection officer Charlotte Murphy.



Address
Operations Manager
Lenta Space,
180/186 Kings Cross Road
London
WC1X 9DE



Email admin@respond.org.uk
Call 020 7383 0700