

# **Your information - how we store it and share it**

Middlesbrough and Stockton Mind has a legal duty to keep information about you confidential and secure. This leaflet explains

1. What information is recorded about you
2. How we use your information
3. Who your information may be shared with
4. How your information is stored
5. How long we will keep your information
6. How you can get a copy of your records
7. How you can correct mistakes in your records
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## **1. What information is recorded about you**

We keep information about you and the work we do with you. Our legal basis for this is 'legitimate interest'. We cannot work with you unless we do this, other than provide basic information.

Your record will include

- Basic details about you, for example your address and date of birth, and your characteristics, for example your ethnicity
- Information about your circumstances
- Notes about contacts we have had with you
- Notes about the support we have provided or activities we have done with you
- Information from other people supporting you if relevant

## **2. How we use your information**

Your information is used to

- Make decisions about how we can best help you and involve you in the right activities
- Investigate any concerns or problems that happen
- Check and review the quality of our work with you
- In some cases, evidence our work to funders and claim payment for it

### **3. Who your information may be shared with**

We share information in the following ways

- We share information with organisations for whom you have given your explicit signed consent on our consent form
- We share information with organisations with whom we deliver our services in partnership. Specific staff members from these organisations work as part of Middlesbrough and Stockton Mind's staff team and have access to information about the people we work with in order to do this. We have contracts in place with these organisations and their workers operate within Middlesbrough and Stockton Mind's confidentiality and information security policies. These organisations include:
  - i. Actes
  - ii. Middlesbrough Council
- We also share information with organisations with whom we deliver specific services and only share information about those specific services. These organisations include:
  - i. Middlesbrough Council, for the Children and Young People's service
  - ii. NIC Consortium, for Step Forward Tees Valley
  - iii. Tees Esk and Wear Valleys NHS Foundation Trust, for the Prison Counselling service
  - iv. Tees Active, for the Active Minds project
  - v. Thirteen Housing Group, for Move in and move on
- We share information about specific services with some funders of those services for the purposes of claiming funds and/or the evaluation of services. These include:
  - i. Department of Health, for Open Mind Therapies
  - ii. Middlesbrough Council, for Move in and Move on
  - iii. Catalyst Stockton, for Active Minds
  - iv. Teesside University, for Firm Foundations
- We share information without consent when we have a safeguarding concern, duty of care or legal requirements to do so, such as a threat to life or a suspicion of terrorism.

### **4. How is your information stored**

We use both paper records and electronic records to store information about the people we work with, depending on the information and the service/project. Papers files are kept in secure and locked locations. Electronic records are kept on two secure data systems.

## **5. How long we keep your information**

Your information will be securely stored for a period of time in accordance with our policies and contracts. This is usually 8 years. After this time, information is destroyed in an appropriate manner.

## **6. How can you get a copy of your records**

You have a right to request a copy of your records. Requests should be made in writing to:

Records Department  
Middlesbrough and Stockton Mind  
90-92 Lothian Road  
Middlesbrough TS4 2QX

No charge is generally made to individuals applying for their own record. A charge is made to organisations including advice services and solicitors.

In some circumstances, information may be withheld if it is felt to be in your best interests to do so or for the protection of others.

Your information will be supplied in printed form within 30 days of receipt of request.

## **7. How you can correct mistakes in your record**

An opinion or judgement by a worker, whether accurate or not, will not be deleted. Keeping relevant information is important in understanding support or activities that are provided by us. If the information we have is not current, or you feel the information is incorrect, please speak to your worker.

Where it is agreed that information is factually inaccurate, it will be amended to show the correction with an explanation of the correction. If we disagree with you about the accuracy of a record, we may include a statement from you explaining this with your consent.

## **8. How to object**

You can object to Middlesbrough and Stockton Mind processing your information by speaking to your worker or contacting our Records Department in writing. We may have to stop working with you if we cannot keep records of our work. We may still need to keep historical records.

## **9. Further information**

If you have any further questions, please ask the worker you are working with. If they do not know the answer, they will be able to find out for you.