

TouchBase Centre CiC Privacy Policy – May 25th 2018

1)The personal information we hold:

Therapeutic Support Services for Brighton and Bristol:

- Seguridad (SGD) – Child/young person’s, key adults’ and school’s contact details, reason for referral, other agencies involved with contact numbers; brief summary of traumas and losses experienced by the child; report and individual development plan written by TouchBase Associate.
- All therapeutic services we offer [Individual therapy (THY), Theraplay (TPL), DDP (DDP), Therapeutic parenting (TPA), Flying Free (FFR)] – contact details, reason for referral, areas that need support, other agencies involved, consent to work therapeutically, brief session notes, review report every 12 session phase, assessment results of mental health needs for children and young people, different assessment tools to inform the work, evaluation on close written by therapist.
- Team Pupil support groups (TPS) – Education staff’s names, roles, email addresses, school names and contact numbers, and a log of which groups they have attended for issuing certificates – only for those who have given consent.
- Plot 22 (P22) – Contact details, consent forms, and photo journal of the therapeutic day at Plot 22 allotment project.
- Adopters Supporting Education Groups (ASE) – Name, email address, contact number to log their participation in a group/workshop until the group/workshop has taken place. This information is kept on a secure spreadsheet for those who have consented to us contacting them about future events and groups we run.
- Adopters Supporting Education Clinics (ASC) - Name, email address, contact number to log their participation at a clinic until the clinic has taken place. This information is kept on a secure spreadsheet for those who have consented to us contacting them about future events and groups we run. A brief summary of the issues discussed and advice shared by Anne Henderson is kept on file in a locked filing cabinet.
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Training across the UK:

- Foundational courses (FOC) – Booking Forms including contact details for the event is kept on file until the event, and then shredded securely afterwards. Booking contracts are kept on file and securely shredded after the event has been paid for.
- Attachment Lead course (ALC) - Booking Forms (with contact details) and students application forms are kept on file until the course is completed and then shredded securely afterwards. Booking contracts are kept on file and securely shredded after the event has been paid for. Student assignments are kept for marking and moderating purposes and then returned to the student or securely destroyed. Consent forms, registers, evaluation forms, grading sheets and course marks are kept on file and after three years these are shredded securely. Consent forms are signed for these purposes.
- Key Notes (KNO) - Booking Forms including contact details for the event is kept on file until the event, and then shredded securely afterwards. Booking contracts are kept on file and securely shredded after the event has been paid for.
- Attachment Lead Website (ALN) – Attachment Leads contact details are added to the website if they have completed a consent form.

2) How we process the personal information we hold:

Therapeutic Support Services for Brighton and Bristol:

- Seguridad (SGD) – To enable arrangements to be made for the intervention to take place; to enable the best possible advice to be given; to enable the report, fact file and an individual development plan to be written specifically for the child to help their adaption and recovery.
- All therapeutic services we offer [Individual therapy (THY), Theraplay (TPL), DDP (DDP), Therapeutic parenting (TPA), Flying Free (FFR)] – To inform the therapy work, to assess progress and to inform commissioners of the therapy work for further funding if needed
- Team Pupil support groups (TPS) – To keep education staff up to date about groups this academic year, next academic year and/or as they remain in Year 3 for ongoing support. To track attendance for issuing certificates.
- Plot 22 (P22) – In case of repercussions from the day such as food allergies. Photos are to journal the day and are given to the child and their key adult after the day. To inform therapy work and to inform commissioners if further support needed. To support Team pupil with information on how to best relate to the child.
- Adopters Supporting Education Groups (ASE) – To keep in touch with parents about the workshops they have signed up for or to inform them about future events and groups we will run that may be of interest to them.
- Adopters Supporting Education Clinics (ASC) - To keep in touch with parents about the clinics they have signed up for or to inform them about future events and clinics we will run that may be of interest to them.

Training across the UK:

- Foundational courses (FOC) – To enable the training event to be co-ordinated and organised; and to enable the trainer’s preparation for the event. To guarantee payment for the event.
- Attachment Lead course (ALC) - To enable the training event to be co-ordinated and organised; and to enable the trainer’s preparation for the event. To guarantee payment for the event. To enable students to be registered on the University of Brighton’s database for enrolling, marking and moderation of results. To enable students to attend and successfully complete the course.
- Key Notes (KNO) - To enable the training event to be co-ordinated and organised; and to enable the trainer’s preparation for the event. To guarantee payment for the event.
- Attachment Lead Website (ALN) – To enable the Attachment Lead’s contact details to be added to the website so that others can approach them for possible research, enquiries and employment purposes. To enable a TouchBase administrator to contact them to let them know about the Attachment Lead Network meetings going on around the UK.

3) How do we ensure all users to the service consent to their personal data being processed and stored:

A) Local Therapeutic Support Services in Brighton & Bristol:

Seguridad – Education staff, social worker, parents/carers are asked to complete a consent form before the Seguridad commences/at the first meeting.

Therapy service – Clients (+13) are asked to complete an agreement and consent form during the first couple of sessions

Plot 22 – Parents/Carers or the child’s Key Adult from school are asked to complete a consent form before attending Plot 22.

Support groups and clinics – Education staff and parents are asked to complete a consent form when they attend their first group or clinic with TouchBase.

B) Training across the UK:

Foundational Courses – We don’t hold personal data for course participants.

Attachment Lead course – Students are asked to complete a consent form prior to the start of the course.

Key Notes – We don’t hold personal data for conference participants.

Attachment Lead Website – Attachment leads are asked to complete a consent form upon completion of the Attachment Lead course.

4) How is personal data stored securely:

Any personal information is coded and then stored on an encrypted memory stick or encrypted cloud area using an encrypted laptop or iPad, which uses two-stage authentication. Codes are stored securely on IT Glue.

5) Who has access to the personal information held:

A) Local Therapeutic Support Services in Brighton & Bristol:

Seguridad – A member of the TouchBase Education team, the TouchBase editor who is also a therapist, one of the therapy team for the education supervision and the Clinical Lead. Local services co-ordinator will see referral form only.

Therapy service – A member of the TouchBase therapy team, the TouchBase editor who is also a therapist and the Clinical Lead (if appropriate). The TouchBase Co-ordinator who co-ordinates the local services sees the referral form only.

Plot 22 – A member of the TouchBase Education team and the Therapy team. Clinical lead as and when necessary. The TouchBase Co-ordinator who co-ordinates the local services only sees the referral form.

Support groups and clinics – A TouchBase Associate delivering the Support Group and clinic. The TouchBase Co-ordinator would see names and email addresses of those making enquiries. The Support Group Host volunteer would see the names of those attending as registers guests.

B) Training across the UK:

Foundational Courses – We don't hold personal data for conference participants. TouchBase Co-ordinator, Training Event Co-ordinator and TouchBase Associates delivering the training courses have access to the Booking Forms and/or Booking Contracts.

Attachment Lead course – TouchBase Associates who are the course tutors delivering the courses and marking assignments. TouchBase Co-ordinator, Training Event Co-ordinator Administrator and Intern.

Key Notes – We don't hold personal data for conference participants. TouchBase Co-ordinator, Training Event Co-ordinator and TouchBase Associates delivering the training courses have access to the Booking Forms and/or Booking Contracts.

Attachment Lead Website – Open Formula to input the data onto the website, TouchBase Co-ordinator, Administrator and Intern. However this is all consented to by individuals and so the personal data is in the public domain.

6) Right of access to personal data:

A) Local Therapeutic Support Services in Brighton & Bristol

Children (5 to 18): Do not have access. They only have access when they are 18.

Adults (18 plus): They can have access to their personal data, as long as there are not any other implications, for example safeguarding, mental health concerns. They would need to talk to their therapist about this or email info@touchbase.org.uk

B) Training across the UK: They can have access to their personal data. They would need to talk to email info@touchbase.org.uk to ask for access.

7) When we review our privacy policy:

Our data protection appointed person reviews our privacy policy yearly during May.

Written by Keeley de Freese – TouchBase Co-Ordinator & Louise Michelle Bomber, Clinical Lead of TouchBase Centre CiC (May 2018)