

PRIVACY POLICY

The Data Protection Act 1998 and General Data Protection Regulation (GDPR) set out requirements for the use and processing of data. The following explains how your data will be used and compliance with legislation relevant to your care whilst receiving input from Arbor Neurorehabilitation Services. This information is used in conjunction with a consent form, and our Data Protection Policy, which is available on request.

Lawful Processing of data

We are registered with the Information Commissioners Office (ICO) to hold data relevant to your rehabilitation. Both Arbor Neurorehabilitation Services and all associates who undertake work with Arbor are registered.

Your data is held under GDPR for the following reasons:

- **Contract** – the processing of your data is necessary to fulfil rehabilitation services offered.
- **Legal Obligation** – the processing of your data is necessary to meet the legal obligations related to your compensation claim.

Medical Records

Health professionals are required to keep a record of the treatment you receive at every visit. We will take notes during your appointment and these paper notes are either stored in a locked cabinet in accordance with GDPR guidance or shredded once transferred to our electronic notes system. All Arbor therapists are required to write in your shared electronic notes (accessible with a password known only to Arbor associates) to ensure sharing of information with the clinical team.

If indicated, we will request your permission to send a summary report of your treatment to your GP at the end of your rehabilitation.

Your legal team and Case Manager may request a summary of every therapy session and/or an assessment summary, progress reports and discharge summaries, which we will provide with your consent. You will be given the opportunity to read and consent to the content of these documents before they are shared and can request that information is not shared provided that information does not put yourself or others at risk of harm.

Right to Access and Erasure

You have the right to request access to your records; this is called a subject access request. As health professionals we hold the right to withhold access if we believe that access would cause you harm. In such circumstances we would make reasonable effort to discuss this with you and approach the request within a 'best interests' framework.

You have the right to request erasure of your data. This request can be denied if the data relates to your health care, such requests will be managed on a case by case basis.

Confidentiality and Consent

The treatment you receive is confidential which means we will not share details of your treatment with other people without your explicit consent. The treating team and case manager share information relevant to your rehabilitation. If there is anything you wish not to be shared outside the realms of one discipline please discuss this with the treating therapist.

There are circumstances under 'duty of care' in which health professionals are legally required to breach confidentiality and share information with outside agencies. This applies if we believe that failure to do so will result in harm to you or others. Specifically this will apply if we are concerned that you may hurt yourself or someone else, if we are concerned that you are vulnerable to being harmed by someone else, or if we believe you have not disclosed relevant information required by law that could affect your safety at work, ability to drive safely, operate machinery safely, or ability to hold any type of license (e.g. pilot, firearms). The services that we may contact could include your GP, Case Manager, Solicitor, Social Services, the Police, or the DVLA. We will make all reasonable effort to discuss any concerns with you before contacting any services. In exceptional circumstances there may be occasions where it is necessary to share information without your consent. This will be in accordance with the Data Protection Act and within a 'best interests' framework.

Child Protection

All healthcare professionals have a duty of care to protect children from potential harm. Any information that we receive that may indicate a possibility that a child may be at risk of harm must be shared with Social Services and in some instances the Police. We will make all reasonable effort to discuss this with you if it arises but we do not require your consent to proceed.

Supervision

We receive supervision for work undertaken by a senior therapist in the relevant profession. These sessions are bound by the same confidentiality agreement as outlined above.

Website enquiries

Data sent via our website enquiries will be stored for a maximum of 6 months on our email system. Partners and administrative staff of Arbor will have access to data.

Associate data

Data held regarding members of the Arbor team may include personal details, such as date of birth, address, CV and references. We will also store electronic copies of relevant professional documentation, such as DBS checks, evidence of professional indemnity insurance and professional registrations. This data will be stored on Google Drive, with



partners of Arbor and administrative staff having access. As an associate you are entitled to request permission to view all data held about you, with references only being disclosed with permission of the referee. Data will be held for up to 2 years following an associate leaving Arbor such that references can be provided where requested.