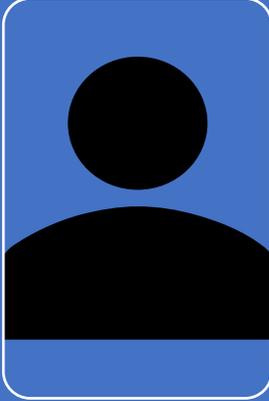


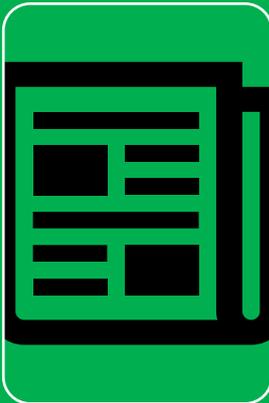
QEF understands that the privacy and safety of your personal information is very important. This policy sets out: *what type of information we hold on you; how we might use your personal information; how we keep it safe; who we might share it with; and your rights.*

What type of information we might hold:



- ✓ Personal Information, such as your contact details, date of birth, National Insurance number, NHS number, financial details
- ✓ When were at our service and how you used the service
- ✓ Clinical information about the care you received
- ✓ Relevant lifestyle information such as alcohol intake or your weight
- ✓ Sensitive personal information about your racial/ethnic origin and your health including hospital visits and discharge notes

How we use your personal information:



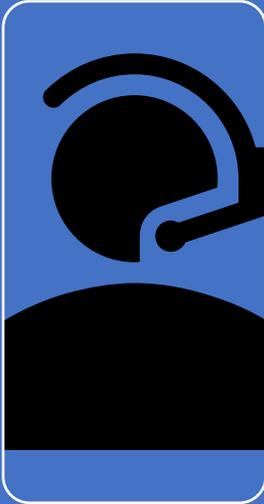
- ✓ To improve our services
- ✓ To help us understand more about you and offer a better service
- ✓ To manage your case or any complaints you have
- ✓ To help answer your questions and solve any issues
- ✓ To support a grant or funding application, report to existing funders, and inform annual reports

How we ensure your information is kept safe:



- ✓ Only giving access to those who need it
 - ✓ Storing written information in lockable areas and using passwords when your information is kept on the computer
 - ✓ Running through ID questions before giving out personal information over the phone
 - ✓ Only transferring information outside of the UK when you say it's ok and if secure conditions are met
 - ✓ Securely destroying your data after 8 years*
- * your records will be kept for 75 years If you lack capacity at the time that you stop using our service

How we share your information:



Your personal data including your progress will be disclosed to:

- ✓ Your funder including solicitors, insurers and employers
- ✓ Social Services, Clinical Commissioning Groups or Community Interest Companies
- ✓ Healthcare practitioners including your GP, hospital consultants, local therapy teams
- ✓ Someone with a Power of Attorney or who acts on your behalf in financial or medical decisions

[Your personal data may also be given to other organisations but only if we follow certain rules - for example when another company is acting on our behalf or if there are legal grounds]

Our lawful grounds:



We are only allowed to process your information when:

- ✓ you've agreed we can use it in a certain way (we will ask you to agree at the end of this form for most of the processing we do)
- ✓ there's a legal requirement for us to do so
- ✓ where it is in your/someone else's vital interests
- ✓ where it is in our true interests and not stopped by your rights