

Just 'B' Reflective Spaces Service

Privacy Notice

By submitting your email address and phone number as part of the **contact form**, you are giving consent for us to contact you to arrange an initial appointment to discuss possible support within our service. This information will not be shared further or with other agencies.

You can choose whether to consent for us to leave voicemails on your phone in the form.

The information collected in the **contact form** and during the **initial appointment** is confidential and acts as a referral to the service – this information will be stored securely and will only be shared within the Reflective Spaces Team.

If **ongoing appointments** are agreed, your practitioner will keep brief notes of your sessions; as above, the content of these sessions remains confidential, and any notes will be securely stored with restricted access.

Following the initial appointment, we may offer to **signpost or refer** you to another service which may be able to offer more specific or appropriate help. This will only be done in discussion with you and **with your consent** unless we are concerned for your safety, see below.

None of the personal information gathered within the Reflective Spaces Service (including the content of sessions) will be used by or passed on to your workplace in any way.

The information collected will, however, be anonymised and used for research and evaluation purposes; data collection and reporting is important so that we can evaluate the support we offer, establish the demand for our service and improve/plan for future needs.

We will keep your personal information confidential, in accordance with relevant legislation, such as the [Data Protection Act 2018 \(DPA 2018\)](#); it will be kept securely and destroyed in line with our organisational data retention policy.

Confidentiality and concern

Any information you provide remains confidential. However, should **you indicate risk towards yourself or others or that there is illegal activity taking place**, we may need to explore the circumstances with you further and may need to break confidentiality, for example:

- If, during the **initial appointment** or the course of **ongoing appointments**, you are identified as requiring urgent help we may contact your GP or crisis services to ensure alternative and appropriate support is available to you.
- If you share information with us which identifies an adult at risk or a child who may be at risk of harm, we may recommend you contact your local safeguarding officer or, after discussion with you, we may contact other relevant services directly, for example, the police or the local authority.