

ABOUT THE INFORMATION YOU GIVE TO US



What information are you telling us

We will ask you to tell us information like your name, address, date of birth, phone number, and email address AND information which is more personal like information about your health or mental health (e.g. how you feel and what's happened to make you feel that way).



Why we ask you to give this information to us

We're asking you to give this information to us so that our Psychologists can understand how to help you with your problems and so they can keep a record of who you are and how they are helping you.



Who is in charge of looking after your information

The Purple House clinic you are going to is in charge of looking after your information, and they are helped by the Purple House head office. Our telephone numbers are here:

<https://www.purplehouseclinic.co.uk/contact-us-find-us/>

Sometimes other companies or people (like a computer software company) also help look after your information. Their jobs all help towards us helping you. Usually, only your Psychologist will read the really personal bits of information about your health or mental health. Everyone has to follow the law about how to keep your information private and safe. We have special contracts with the companies who run our computer systems to make sure they are following the law.



Will the personal things you tell us stay private?

We don't tell your information to just anyone- it's private and we keep it safe. If we did tell anyone about the information you give us, it would usually be your parent or guardian or another adult who's job it is to help you. You'll usually know when we are going to do this and, (depending a bit on your age) you will have a say in what things they are told. You won't have a say if we are worried about your safety or someone else's safety or if the law says we have to tell someone.



How long we will keep your information for

Like most Psychologists, we will keep your records for 20 years or until you are 25 years old if that is longer. After this time, we will safely destroy them. They are kept this long in case they are needed to help with your health or well-being in the future.



Your legal rights (things you can ask for)

The law says that we have to give you this kind of information so you know what's happening. Also, you can ask to see your records, ask to change them if they are not correct, to delete them, to stop them being used (but still stored), and have the information moved. We can't always say "yes" to everything you ask but we'll do our best to help you.

You and your parent/guardian always get to say "no" to us if you don't want us to send you information about our services.



If you want to ask a question (or want to complain)

The Clinical Director (person in charge) of the clinic can help with any questions or complaints you might have about how your information is managed. Or you can speak to someone at our head office: <https://www.purplehouseclinic.co.uk/contact-us-find-us/>. You might want to ask your parent/guardian to help you with this. If you or your parent/guardian is still confused or unhappy, you can contact the organisation who's job it is in our country to make sure companies are following the rules: The Information Commissioner's Office <https://ico.org.uk/>



The more detailed version of this leaflet

This is a child friendly version of our full Privacy Policy. If you'd like to read the other (more detailed) Privacy Policy, please ask us to give it to you or look on our website.