

Privacy policy

Introduction

The law around processing your personal data is set out in the Freedom of Information Act 2000, the Environment Regulations 2004, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. For the purposes of Data Protection legislation, the Belfast Health & Social Care Trust is a “Data Controller” (the holder, user and processor) of information.

Staffcare provides confidential counselling. We treat the management of your data and personal information seriously and we therefore store and process it responsibly. Your privacy is extremely important to us and we manage your data securely and within the recommended guidelines and best practice. We will never use your data for any unauthorised purpose, other than those outlined below.

1. Contacting the service: When you contact Staffcare we collect some personal information from you, in order to allocate you to a counsellor. Your name and contact details are kept separately from your counselling record.
2. Your counsellor will make brief notes after each session. You may also be asked to complete forms such as feedback forms. Feedback forms are anonymised, and we use the information collected to evaluate our service, and to provide general user satisfaction reports to your organisation.
3. Your confidential counselling records are stored securely by Staffcare on Belfast Trust (HSC) premises, Knockbracken Healthcare Park, 2nd Nore Villa.
4. Your employer is provided with general statistical information about the level of service use. No individual user can be identified in these reports.

Security of Information

The Trust has a legal duty to ensure that all personal data relating to you is held securely. Strict policies and procedures are in place regarding the management of and access to such data.

Retention and Disposal of Staffcare Information

Staffcare records are retained in line with the Department of Health's Good Management, Good Records' Retention and Disposal Schedule. This schedule can also be accessed on the Belfast Trust intranet HUB, or available on request through the Information Governance Department. The Department of Health Retention and Disposal Schedule can be accessed online at: <https://www.gov.uk/government/publications/departmental-records-retention-and-disposals-policy>

Access to your Personal Data

The legislation gives you the right to access or request copies of the information the Trust holds about you. Requests must be made in writing (this can include by e-mail) and you will need to provide a copy of photographic identification such as a driving licence, electoral identity card or passport.

Please send your request to the Trust's Data Protection Office. Contact details can be found below. We will process your request as quickly as possible but you should be aware that the General Data Protection Regulation allows the Trust up to 30 days to respond to your request. This can be extended up to 90 days if your request is complex, however, you will be advised directly if this is the case.

Contacting us about your Personal Data

Please contact us if you have any questions about this Privacy Notice or the information we hold about you.

*Information Governance Department
1st Floor, Administration Building
Knockbracken Healthcare Park
Saintfield Road
Belfast
BT8 8BH*

(Dataprotection@belfasttrust.hscni.net) or (Tel. 02895046955)

Your feedback is important to us

We continuously strive to ensure that users of our service receive the best possible service. Please take time to complete our feedback form.

If you are unhappy with any aspect about how we deal with your information, or how we comply with your request for a copy of your information, you can contact:

The Trust's Information Governance Department or The Information Commissioner's Office – Northern Ireland, 3rd Floor, Cromac Place, Belfast BT7 2JB.