

Client Confidentiality & Privacy Statement

At *Relationships Scotland Dumfries and Galloway*. We are required to hold some of your personal information to be able to provide you with a service¹.

What do we do with your information?

Any information that you provide us with will be kept confidential within our organisation² and this is the responsibility of the Chief Executive Officer, John Dougan.

Who will we share it with? We will not disclose this information to other individuals or external agencies without your permission unless we are legally obliged to do so. We will only break confidentiality if:

- we have concerns about the safety of a child or a vulnerable adult.
- something is said that suggests either you or your (ex) partner have benefited from the proceeds of crime (under the Proceeds of Crime Act 2002 and / or relevant money laundering regulations);
- there is violence or threat of violence before, during or after a session where the practitioner, client or other party feels it necessary to call the police, or where a practitioner or worker is a witness to an incident which results in criminal proceedings against a client;
- a disclosure is made relating to a serious crime, or if we have serious concerns about your own safety as we may have a duty to report this to the appropriate authorities;

How long do we keep client records? We keep records for a minimum of 3 years and in some cases for seven years if this is a requirement of a professional body. After this time, your data will be disposed of securely. Please ask if you wish to know how long your personal data will be kept and note that if there is a child protection issue related to your case we are legally obliged to keep your case notes securely forever.

What are your rights?

You have a right to access the personal data that we hold about you³. If you wish to raise a concern about the way we hold your data, please contact the Manager who will investigate the matter. If you are not satisfied with our response, or believe we are not processing your personal data in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

- We do not allow any unauthorised recordings
- What you say in mediation sessions cannot be used later in court proceedings if mediation breaks down. Only factual information such as details of your property can be used in court proceedings.
- We ask our clients for feedback before and after they receive counselling/mediation/use a child contact centre. This data is used anonymously to improve our service and enables us to receive some statutory funding.

¹ We hold your data in your legitimate interest

² under the Data Protection Act 1998 and General Data Protection Regulation 2018

³ Relationships Scotland National Policy on Client Access to Information

Information we collect from this website

In operating our website we may collect and process the following data about you:

- Details of your visits to our website and the resources that you access including, but not limited to, traffic data, location data, resources and other communication data.
- The information we collect and store relating to the use of this website is exclusively used to enable us to provide our services to you. We do not reveal this information to third parties.

Links

We may include links on our website to other websites which we do not control or manage. We do not accept any responsibility for how these websites use your information and you should check their own privacy policies.

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