Clarity
104a Boutport Street
Barnstaple
EX31 1SY
Charity number 1055224

Clarity Privacy Statement (Form A3)

Clarity Mental Health Services, Barnstaple is a registered charity (Formally North Devon Mental Health Service Users Forum - 1055224) and member of the BACP (British Association of Counsellors & Psychotherapists - 216701).
Clarity understands that we are retaining personal information about you and adhere to the guidelines for UK GDPR (General Data Protection Regulations) and Data protection 2018 as set out by the BACP. We also comply with the Data (Use and Access) Act 2025, which updates certain parts of UK data protection law. This document explains what information we hold about you, how long we will store that information, in what format, for how long it will be stored and how we will destroy it.

What data will Clarity keep and why?
At the beginning of your contact with us, you will complete an assessment questionnaire. Within that document you will be asked to confirm the following information:-
Contact Details, including Name, Address Phone & Email , Relationship Status ; Employment Status Family History ; *Significant Events*
Historical Mental Health details ; *Details of any previous counselling experience, Your goals following counselling*
Any financial contribution you may make towards counselling. GP contact details & Any medication you may be taking
We collect this data to enable us to provide you with the appropriate counselling service or support.

Session notes
You will be allocated a Unique Client Reference number, this helps us enhance our confidentiality procedures. Clarity will make and retain brief notes of your sessions. All information is confidential, unless otherwise explained by your Assessor and your appointed Counsellor. All documentation is held in a secure filing cabinet and only viewed by senior management and your appointed counsellor.

Will Clarity share your data and if so, who with and for what purpose?
It is unlikely that Clarity will ever have cause to share your data with 3rd parties, however, there may be occasions when this is unavoidable. For example, if Clarity suspects there may be serious harm caused to you or a vulnerable person.

Clarity is bound by law to report any of the following activities: Insurance Fraud, Terrorism Act 2000, Serious Crime Act 2007, Drug Trafficking Act 1994, Proceeds of Crime Act 2003, Money Laundering Regulations 2007, Road Trafficking Act 1991 and Female genital mutilation (FGM)Act 2003. Where there is serious risk of harm to the client or another person. Where there is a child protection issue Children's Act 1989.

The list is not exhaustive and there may be other instances where disclosure is required and, where required, we will follow the updated transparency and accountability requirements introduced by the Data (Use and Access) Act 2025.
If Clarity or one of its representatives believes they have cause to contact a 3rd party, where possible they will bring this to your attention before taking any action. We will not disclose more information than is required, or relevant to the concern.

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Clarity may be required to disclose any sessions notes if subpoenaed to do so by Court.
Clarity will not sell your data onto 3rd parties or use it for any unethical purpose.

All counsellors at Clarity have regular supervision in order to comply with regulation and will talk about their work with clients during those sessions, however they are instructed only to use your first name. Supervisors are also bound by General Data Protection Regulation.

How will Clarity store your data?
All documentation is stored in a secure and lockable filing cabinet or will be held on a password protected computer record. Access to your records is limited to senior management and your counsellor.

How long will Clarity store your data and how will we dispose of it?
Clarity will retain your name, address and contact number and your unique client reference number as well as your session notes for a period of **7 years** following your final session after which all of your personal data will be shredded.
If you have contacted us by email we will delete your message from both our inbox and deleted folder. Calls are not recorded and answer machine messages are deleted once accessed.

Anonymous Feedback Forms & Statistics Chart
We use anonymous feedback to monitor and improve our services. Any information used for evaluation or funding purposes is fully anonymised and cannot identify any individual. As anonymised data is not personal data, it is not subject to UK GDPR or the Data (Use and Access) Act 2025.

At the beginning and end of your sessions with Clarity you will be asked to complete a feedback chart. This asks you to record answers to a series of statements. The purpose of collecting this data allows Clarity to evaluate the service we are providing and to make any changes to our procedures in order to improve our services to you. The data is also collected and used to help us with funding applications which allow us to continue offering mental health services in the North Devon Area. All information collected is anonymous.

Data Subject Access Requests
You have the right to request a copy of the personal information we hold about you and you may wish to apply for a DSAR (Data Subject Access Request)
This is an instruction to any organisation which you have had a relationship with, usually made via the Information Commissioners Office, but can also be made directly to the organisation (us) by emailing manager@claritynorthdevon.org.uk

Upon receipt of your request, we may ask for proof of identity to ensure we are releasing information to the correct person.

We will provide your information within one month of receiving your request, in line with UK GDPR and the updated provisions of the Data (Use and Access) Act 2025. In some circumstances, the law allows us to extend the timeframe by a further two months if the request is complex. We will always tell you if this applies.

If a request is clearly unfounded, excessive, or repetitive, we may refuse it or charge a reasonable fee, as permitted under the Data (Use and Access) Act 2025.

Automated decision-making
We do not use automated decision-making or profiling that has legal or significant effects on clients. All decisions about access to counselling, assessment, allocation or support are made by trained staff. If this ever changes, we will update this notice and ensure your rights under the Data (Use and Access) Act 2025 are protected, including your right to request human review.

How to raise a data protection concern
Clarity takes your privacy and data protection rights seriously. If you have any questions or concerns about how we use your personal information, you can contact our Data Protection Lead at manager@claritynorthdevon.org.uk.
We will follow our internal complaints procedure and respond as promptly as possible.
If you remain dissatisfied, you have the right to raise the matter with the Information Commissioner's Office (ICO).

Consent
By signing this form or returning by email, I consent to Clarity using my data in this way.

Client

Print Name:	**Sign:**	**Date**

Assessor on behalf of Clarity

Print Name:	**Sign:**	**Date**

Right to Withdraw Consent: You have the right to ask that we dispose of your records before the above expiry dates. Please make this request in writing to Head of Therapy, Clarity Mental Health Services, 104a Boutport Street, Barnstaple, EX31 1SY