

Privacy Statement

Types of Personal Identifiable Information (PII) and consent

The General Data Protection Regulations (GDPR) clearly define the categories of Personally Identifiable Information (PII) and Sensitive PII data. Information such as your name, email address and phone number is classified as PII data. Information such as any your medical notes or your bank details are classified as Sensitive PII data.

By using the contact form on the “Contact Us” page of the changes4life.co.uk website, you, as the data owner, give consent to Changes 4 Life (me/we/us) to be a data controller of your PII data, for which it will be retained in line with the statement below. Where the law requires your PII data shared with UK authorities in line with the Share of personal data statement below.

With regards to Sensitive PII data, explicit consent will be asked of you before any Sensitive PII data is gathered, store and processed by Changes 4 Life. This consent will be gathered either electronically or through paper based forms.

Sharing of Data

Subject to applicable data protection regulations, we may be required to share your personal data with Government bodies and agencies within the UK, such as emergency services or HMRC, who may in turn share it with relevant tax authorities and with regulators. This information is only shared under the following circumstances:

1. Shared with Courts, to comply with legal requirements and for the administration of justice.
2. In an emergency or to otherwise protect vital interests.
3. Sensitive PII Data may be shared with colleagues within my profession to aid in your care. This will be clearly communicated and will only be done with your explicit consent, unless in the rare circumstances this contradicts point 2 of the “*Sharing of Data*” statement.

Data collect may be aggregated and anonymised and used for research and training purposes. This data does not contain any PII or sensitive PII data and cannot be used to identify you in any way. This is largely used to generate statistics and may be shared with others within mental health professions for research purposes.

Retention of Data

Changes 4 Life will securely retain all data gathered, including PII data and Sensitive PII data that you have provided to us. Data will only be retained for period of time that we have a proven legitimate reason to do so, and in compliance with UK law. This will be for a maximum of five years.

Principles and Processing of Personal Data

Personal data may be anonymised and converted into statistical or aggregated data which cannot be used to identify you, then used to produce statistical research and reports. This anonymised and aggregated data may be shared and used in all the ways described in the “*Sharing of Data*” statement.

In compiling with the GDPR, Changes 4 Life Ltd will ensure that Personal Data shall be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and, where necessary, kept up to date
- Retained only for as long as necessary
- Processed in an appropriate manner to maintain data security

Concerns and Queries

Should you have any queries or questions regarding your Data Protection, please email info@changes4life.co.uk.

You may request details of PII or sensitive PII data which we hold about you, this is done via a subject access request. If you would like to request this, then please write to Changes 4 Life Ltd, 1 Woolacombe Drive, Earley, Reading, Berkshire, RG6 5UA or info@changes4life.co.uk. We take data privacy very seriously and any data we present to you will be done in a secure fashion.

If you believe that any information we are holding on you is incorrect or incomplete, please write to us at the above address or email us — info@changes4life.co.uk as soon as possible. We will promptly correct any information found to be incorrect.