

Privacy Policy Summary

Our contact details

Divergence
Metropolitan House
Longrigg
Swalwell
Gateshead
Tyne & Wear
NE16 3AS

03300436503

contactus@divergenceuk.org

The type of personal information we collect.

We currently collect and process the following information:

- Details about you, such as address and next of kin and carer information etc.
- Any contact the organization has had with you such as appointments, clinic visits, emergency appointments and so on
- Notes and reports about your health
- Details about your treatment and care
Relevant information from other HCPs (Health Care Professionals), relatives or those who care for you.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Providing health services to our patients and running our organisation which includes monitoring the quality of care that we provide.

We also receive personal information indirectly, from the following sources in the following scenarios:

- a family member, or someone else acting on your behalf.

- your parent or guardian, if you are under 18 years old.
- doctors, other clinicians and health-care professionals, hospitals, clinics and other health-care providers.
- Schools, colleges and universities.
- any service providers who work with us in relation to your product or service, if we don't provide it to you direct, such as providing you with apps, medical treatment, or health assessments.

We use the information that you have given us;

- To prepare, plan, and provide services appropriate to the patient's need.
- To communicate with the client by post, email, telephone or text message in relation to:
- Confirming and preparing for appointments
- General communication in between appointments
- Sending you reports and programmes for the patient, which are password-protected.
- Copying the client into communications with other professionals about the patient
- Offering resources, webinars, new offerings and related services
- Sending invoices
- For clinical audit to assess and improve our service. Results of audits are always presented with all client identities removed.
- For management and administration – for example, surnames of clients are included in our password-protected database.

We may share this information with Allied health and care professionals involved in patient treatment.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

1. Your consent.
 - a. You can remove your consent at any time. You can do this by contacting **contactus@divergenceuk.org**
2. We have a contractual obligation.
3. We have a legal obligation.
4. We have a vital interest.
5. We need it to perform a public task.
6. We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep the information provided such as name and contact details at your initial enquiry for a period of 14 days to allow time for you to register with our online clinical system after this time it will be deleted from our system.

If you progress to register for our services we store your records in a secure clinical records system called Semble. No personal information is held outside this system. When sharing any information with your consent we always use Zivver which ensures the highest level of information security available.

Your data protection rights

Under data protection law, you have rights including

Your right of access - You have the right to ask us for copies of your personal information.
Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we may take up to one month to respond to you. Please contact us at contactus@divergenceuk.org or write to us at Metropolitan House, Longrigg Road, Swalwell, Gateshead NE16 3AS if you wish to make a request for this information.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by getting in touch.

- We have a link on our website for complaints and comments
- Contact us by email at contactus@divergenceuk.org
- [Telephone 03300436503](tel:03300436503)
- Write to us at Metropolitan House, Longrigg Road, Swalwell, Gateshead NE16 3AS

You may also complain to the ICO if you are unhappy with how we have used your data.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>