

Confidentiality and Data Protection

In order for us to deliver this Crisis Support Drop-In service to you effectively we need to collect, process and store certain information about you and your attendance today. This document explains how we protect your privacy, how and where we use your information, and why we may need to break confidentiality in certain conditions.

If you would like more information, please visit our Policies page on our website to read our full Privacy policy statement. If you have any questions or concerns, please visit the Contact Us page on our website and our management team will respond promptly to you.

Data Protection

The privacy and security of your personal information is extremely important to us. We want to explain how and why we use your personal data, to make sure you stay informed and can be confident about giving us your information. We'll only collect the personal data that we need to deliver the Crisis Support Drop-In service safely and effectively to you. We will never sell your personal data and will only share it with your consent, when required by law, or in line with our service agreements, policies and procedures.

Keeping Records

Your Support Worker will keep brief notes from your session, so that they can keep track of what you have said and how we have supported you today etc. These notes will be securely stored on Derbyshire Mind's Client Management System. Client cases may be discussed with Derbyshire Mind managers and clinical supervisors in confidential meetings as part of the running of the Crisis Support Drop-In service to ensure the best service is being provided for you. Anonymous demographic data such as your age, gender, ethnicity, and other measures will be recorded and used for recording and monitoring purposes only. These reports will be used within Derbyshire Mind and with the service commissioners to monitor the service.

Confidentiality

Confidentiality is a very important aspect of the Crisis Support Drop-In relationship. Everything that is discussed is kept in confidence between you and the staff team members (including the clinical on-call team if accessed) that support you today. But it is important to know that there are some situations when confidentiality cannot be promised due to concerns for safety:

- If you or your Support Worker feels any child or vulnerable adult is at risk;
- If you indicate a serious and imminent intention to harm yourself or others;
- If you are involved or know of any terrorist activities;
- If you are involved or know of any drugs trafficking or money laundering activities;
- If disclosure is required by Court Order;
- And also where you, the client, gives consent for the confidence to be broken.

If such situations arise, we will aim to discuss this with your first, if it is safe to do so.

Derbyshire Healthcare NHS Trust:

If we access the clinical on-call team for support and advice with your immediate needs, like us, they will keep brief notes of our conversation on their system which is connected to your health record.

Reviewed May 2025

Next review May 2026