



Our Commitment to Confidentiality, Information Sharing and Safeguarding

Here at Scotty's we make every effort to respect your confidentiality and to work with you to ensure you receive the support and guidance you need.

Consent

Before we offer 1:1 bereavement support or counselling we will ask you to give your consent to a service being provided. We will ask you to confirm exactly who you are happy for us to share sensitive information with. You can withdraw that consent at any time if you notify a Scotty's Team Member.

Data Protection and GDPR

- We maintain case records but will not share any information outside of our Families Team without your consent.
- We store your personal data/images/photos/video footage securely and take data protection and information sharing very seriously.
- We use the leading secure platforms to store your data
- We are a digitally led organisation so have minimal paper-based records
- All data is kept in accordance with UK, EU and International law.

Professional Supervision

All members of the SUPPORT Team have professional arrangements with an external supervisor with whom we discuss support material. This is an important part of helping us understand that we are supporting you in the right way. However, we do not disclose the names of members or their families and our supervisors are also bound by an agreement of confidentiality.

Case Records

- With regard to note-taking, it is important for our work to keep records of each support session.
- These notes will be a brief factual record of the sessions.
- The notes are typed and kept securely on our system.
- We may make information from these notes available from the discussions we have under the following conditions:
 - Where we have a genuine safeguarding concern.
 - Receipt of a request from you or your representative and where the release of the notes is not judged by us as likely to cause you significant harm or harm to another person.
 - Where there is a specific legal requirement for us to do so.

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- Where there is an ethical duty for us to do so.

Our Full Privacy Statement can be accessed using this link: <https://www.scottyslittlesoldiers.co.uk/privacy-statement>

Your rights

1. You have the right to ask to see any information held by us about you. To do this please either ask us, or submit a request in writing. You also have the right to ask for information that you believe to be incorrect to be rectified. We will endeavour to provide you with the information requested within four weeks.
2. If we become aware of a situation where your personal information may have accidentally or maliciously been obtained by a third party we will notify you within 3 days.
3. If you are concerned about the way your information is being held please discuss this with us. If you are still unhappy you have the right to complain to the information commissioner's office.

Safeguarding Adults

Our Safeguarding Policy is based on the fundamental principle that all adults regardless of age, disability, gender, gender identity, ethnic, cultural, racial, national origins, religious belief/non-belief or sexual orientation have the right to live safely, free from abuse and neglect. Scotty's is committed, where we have safeguarding concerns about anyone, to ensuring we work in partnership with relevant external agencies.

You can access our Safeguarding statement using this link:

<https://www.scottyslittlesoldiers.co.uk/safeguarding>

Please ask to speak to our Designated Safeguarding Lead to discuss any questions you may have or concerns.