**How Cúnamh Keeps**

**Your Information Private**

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**Cúnamh has to get some personal information about you so that we can help.**

**We always look after this information carefully and keep it private.**

**We will always ask you if it is Ok to collect your information.**

**You can ask to look at the information we have about you.**

**What information do we collect?**

Name

Gender (or preferred identity)

Age

Date of Birth

Mother’s Maiden Name

Next of Kin

Occupation

Name of your Doctor

Address

Telephone numbers – your parent or carers if you are under 18

Medical conditions that might be important for us to know about

Why you might need our help

**What do we use your information for?**

* So that you can access our services safely.
* To give you a suitable therapy appointment, and to organise which one of our therapists/staff will work with you
* To let you know about changes to your appointments.
* To ask you what you thought of Cúnamh.
* To make our service better
* To keep you safe

**What information do we share?**

We will not share any information about you with other people, except in the following situations:

* Consent – Cúnamh will only share your information with those you have requested or agreed we should contact.
* Serious harm – Cúnamh may share your information if we have reason to believe that this may prevent serious harm being caused to you or another person.
* The Law says we have to - Cúnamh may share your information if we are required to by law or other rules that we have to obey.

**How do we keep your information safe?**

We keep all our paper records locked away in filing cabinets all the time.

We have passwords on all our computers.

We put passwords on any information we send by email or on Evide Impact Tracker

We use code numbers instead of your name for some of the information

**Your rights**

You have the right to ask us to provide a copy of your information held by us in our records.

You also have the right to require us to correct anything that is wrong in your information.

If you would like to do this, please contact the Cúnamh Manager.

You can request that your personal information be erased, though Cúnamh won’t be able to do this if the information is needed for us to obey the law.