



Creative Living
Centre
Working together for mental wellbeing

If you have any questions or comments about the information we collect or how we look after it, please speak to a member of staff.

You can ask for a copy of the information we hold about you. You can also ask for the amendment or deletion of information that CLC holds about you; as information is required to provide services, this will need to be discussed.

Please request either of these in writing to:

The Manager, Creative Living Centre, 1A Rectory Lane, Prestwich,
M25 1BP

How we use and protect your information

At Creative Living Centre, We may ask you for information about yourself to use for specific reasons. We know it is very important that this information is held securely and treated in confidence, and only used in ways that you have agreed to—this leaflet tells you more about what information we collect, how we use it, and how we look after it.

What information do we keep?

- Personal details such as name, address, date of birth, and any medical information you choose to share with us.
- Names / contact details of other professionals or services which you tell us you go to, such as GP, psychiatrist, social worker etc.
- Emergency contact details you have given us.
- Your contact details—phone numbers, email address.
- What you have told us about whether you feel you are a risk to yourself or others.
- Records of your use of the Centre such as activities you have attended, issues we have supported with.
- Services we have referred you to (with your permission).
- Equality and Diversity monitoring information e.g. your ethnicity, gender, sexual orientation etc.

IMPORTANT

The only time that we may share your information WITHOUT your permission is if we feel you or others may be at risk of harm.

How do we use your information?

- Information may be shared with the staff team, but ONLY on a need to know basis, to make sure you experience a good service from the Centre and don't have to repeat yourself to each new person.
- To refer or talk to other services on your behalf, with your permission.
- To let you know about new activities at the Centre, or remind you of appointments.
- For individual stories or case studies about how the Centre has helped people, but ONLY with your permission.
- To make sure the Centre is reaching a wide range of people and not discriminating against any particular group.

How do we look after your information?

- All staff and volunteers who may see confidential information sign a confidentiality agreement and have training in how to keep information secure.
- All paper records are kept in locked cabinets and all information on computers is password protected.
- When we share information about the Centre (e.g. with our funders) we make sure that it is anonymous and cannot be linked to anyone unless you have given us permission to do so.
- We only hold your information for as long as it is needed to provide you with the Centre's services.