



Sharing Information

The default position of North Kent Mind is that we will not share information about you with another agency unless you have given permission or asked us to do so. (For example, if you ask us to make a referral for you.) We sometimes share some information with our funders, for example the number of people seen on a service, in order to continue to provide those services, and where applicable this is identified in the privacy promise or consent form related to those services. We only do so where these funders also promise to keep your information securely.

There are rare cases where our duty of care to you or a legal obligation we are subject to will override our duties of confidentiality. Normally this would be the case if we consider you are a danger to yourself or to other people.

On these occasions we will carefully consider a range of options, but may need to inform others to prevent serious harm. Usually, we would first want to talk to you about this, and try to gain your agreement. However, there may be some circumstances where it is not reasonable to do so, for example if there is a high likelihood that someone will be killed or seriously injured if we wait. In these circumstances we will disclose without first consulting with you.

North Kent Mind Services:

Adult Support Services:

We offer open sessions, activities, men's group, Coping with Life courses, self-development, and mindfulness groups. This service also provides employment support, training, volunteering, financial guidance, and the Peer Partnership Project to support those in crisis.

Children and Young Person's Services:

We offer early intervention and therapeutic services for young people in and out of school to raise mental health awareness, boost wellbeing, and build resilience.

Counselling and Therapy Services:

We offer two counselling options: affordable sessions at £15 (up to 2 years) and Fast Track at £45 per in-person session or £40 online. We also run a 6-week anger management course for £150.

Development Services:

A range of services aimed to support clients with individual needs, including SUN (Service User Network) for people with personality disorders.

Housing Services:

A service consisted of supported housing properties offering short-term tenancies, as well as rough sleeper support projects.

Training Services:

Our Mental Health Training equips professionals, parents, carers, and organisations with practical skills and knowledge to understand and support mental wellbeing across diverse settings.

North Kent Mind

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Looking After Your Information



Security

We make sure this information is kept as securely as possible, and only accessible to the staff who needs to see it. We train staff and volunteers in how to keep information safe and adhere to GDPR principles. We inform people who use our services of their rights under GDPR via a Privacy Promise.

What happens to the information we hold

This differs depending on what service you are using:

Information is retained for up to seven years or as long as needed for legitimate purposes, whichever is shorter. Retention periods vary by service and are detailed in each privacy notice or consent form.

Adult Support Services:

We keep the basic information you gave us on the registration form electronically. We also keep attendance records and short notes when we have been working with you individually. We do share some of your notes, registration details, and attendance information with other agencies electronically once we have your consent. How and why we do this is outlined in our Privacy Promise.

Counselling and Therapy Services:

We keep your basic referral information electronically. We keep brief notes of each session with you, these are kept under a reference number rather than under your name.

We do not share any of this information with any other agencies, unless you ask us to, we need to keep someone safe from a risk of serious harm, or we are required to do so by law.

Both types of information are destroyed six years after you've stopped receiving counselling services or when there is no longer a legitimate interest served in retaining that information.

Housing Services:

We keep detailed information on each tenant. This includes the completed application form, details of medication, next of kin, the support plans we agree with you, and any file notes we might make as a result of our regular contact with you. This information is kept electronically. We may keep utility bills and bank statements if you have requested this. Information is shared with our funders and other agencies as required to deliver the service.

Access to your records

You have a right to see what information we hold on you, and to correct this if there are any errors. You may also request that your information is deleted if you no longer wish North Kent Mind to hold it.

These rights do not apply under all conditions, and there may be some circumstances in which we are unable to fulfil your request. For example, if doing so would prejudice a police investigation. If this is the case, we will write to tell you that we are unable to fulfil the request.

If you wish to exercise these rights please contact our office. They will pass on your request to the appropriate staff, who are also available if you wish to discuss other issues about your information.

Contacting the Data Protection Officer:

North Kent Mind has a Data Protection Officer, who can be reached at DPO@northkentmind.co.uk, for requests and complaints regarding your data. They may also be reached via post at our registered business address.



Want to contact us?

For more information please visit our website:

northkentmind.co.uk

If you'd like to get in touch, please email:

admin@northkentmind.co.uk

or call: 01322 291380