

Data Protection Policy

Definitions

The Organisation Broad Horizons

GDPT General Data Protection Regulation

Register of Systems means a register of all systems or contexts in which personal data is processed by the organisation.

1. Data protection principles

Broad Horizons is committed to processing data in accordance with its responsibilities under the GDPR.

Article 5 of the GDPR requires that personal data shall be:

- a. processed lawfully, fairly and in a transparent manner in relation to individuals;
- b. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- d. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- e. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- f. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.”

2. General provisions

- a. This policy applies to all personal data processed by Broad Horizons.
- b. The Responsible Person shall take responsibility for Broad Horizons's ongoing compliance with this policy.
- c. This policy shall be reviewed at least annually.
- d. Broad Horizons shall register with the Information Commissioner's Office as an organisation that processes personal data.

3. Lawful, fair and transparent processing

- a. To ensure its processing of data is lawful, fair and transparent, Broad Horizons shall maintain a Register of Systems.
- b. The Register of Systems shall be reviewed at least annually.
- c. Individuals have the right to access their personal data and any such requests made to Broad Horizons shall be dealt with in a timely manner.

4. Lawful purposes

- a. All data processed by Broad Horizons must be done on one of the following lawful bases: consent, contract, legal obligation, vital interests, public task or legitimate interests ([see ICO guidance for more information](#)).
- b. Broad Horizons shall note the appropriate lawful basis in the Register of Systems.
- c. Where consent is relied upon as a lawful basis for processing data, evidence of opt-in consent shall be kept with the personal data.
- d. Where communications are sent to individuals based on their consent, the option for the individual to revoke their consent should be clearly available and systems should be in place to ensure such revocation is reflected accurately in Broad Horizons's systems.

5. Data minimisation

- a. Broad Horizons shall ensure that personal data are adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

6. Accuracy

- a. Broad Horizons shall take reasonable steps to ensure personal data is accurate.
- b. Where necessary for the lawful basis on which data is processed, steps shall be put in place to ensure that personal data is kept up to date.

7. Archiving / removal

- a. To ensure that personal data is kept for no longer than necessary, Broad Horizons shall put in place an archiving policy for each area in which personal data is processed and review this process annually.
- b. The archiving policy shall consider what data should/must be retained, for how long, and why.

8. Security

- a. Broad Horizons shall ensure that personal data is stored securely using modern software that is kept-up-to-date.
- b. Clinical Data relating to clients must be stored on Write Upp or the Broad Horizons Database only. It is prohibited to store this data on any other device or system.
- c. Access to personal data shall be limited to personnel who need access and appropriate security should be in place to avoid unauthorised sharing of information.
- d. When personal data is deleted this should be done safely such that the data is irrecoverable.
- e. Appropriate back-up and disaster recovery solutions shall be in place.

9. Request for case notes by clients or their representatives

- Clients, their solicitors, medical or other representatives may request case consultancy and/or Therapeutic notes.
- Under the GDPR Broad Horizons is the data controller for a client's case management notes and the affiliates are the data controllers for individual clients' contemporaneous therapeutic notes.
- Requests for notes may be made either to Broad Horizons or to the individual

affiliate. All requests for case consultancy and/or therapeutic notes have to be treated as formal Data Subject Access Requests under GDPR.

- Where a request for notes is made to Broad Horizons or to the affiliate, they will release either the case management notes or the contemporaneous therapeutic notes in line with the requirements of the GDPR i.e. only with written consent and within the statutory 40 day time limit.
- Where an affiliate receives a request for notes from a client or their solicitor/medical representative, it is the affiliate's responsibility to respond to the request and supply the notes directly to the client or their representative and in line with the requirements of the GDPR.

Broad Horizons must be notified as soon as a request is made and prior to responding to the client or their solicitor/medical representative

The maximum charge for the release of either case management notes or contemporaneous Therapeutic notes is £10.

10. Breach

In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, Broad Horizons shall promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the ICO ([more information on the ICO website](#)).