

## Privacy Policy

This document aims to explain what information Essential Life Skills keeps on its clients, why it keeps this information and where it is stored.

<b>What</b>	<b>Why</b>	<b>Where</b>
<p><b><u>Newsletter</u></b> To subscribe to the newsletter Essential Life Skills produces and distributes via email you must complete the sign-up form on the website <a href="http://www.essentiallifekills.org">www.essentiallifekills.org</a>.</p> <p>This requests the subscriber's name and the email address they wish to have the newsletter sent.</p> <p>The newsletter is produced a maximum of once a month so subscribers should receive no more than one email a month.</p>	<p>The newsletter is produced in an electronic format so an email address is required for the person to receive the newsletter directly to their email inbox.</p>	<p>This information is stored within the Mailchimp account held by Essential Life Skills. This information is password protected.</p> <p>At no point will this information be shared with any additional third party, other than Mailchimp.</p>
<p><b><u>One-to-one client work</u></b> To access the service provided by Essential Life Skills the client or referrer must complete a referral form.</p> <p><u>Information contained on the referral form:</u> Prospective clients contact details.</p> <p>Details of any health conditions and treatment they are receiving for these conditions.</p>	<p>Contact details – for initiating and maintaining contact with client during the course of the working relationship.</p> <p>Health &amp; treatment details – Health and safety: if the person is injured/taken ill during the course of a session it may be necessary for the Life Skills Coach to make contact with emergency services.</p>	<p>Each new client has an individual file made up. This contains any of the personal details collected during the referral and initial meeting, copies of any correspondence and a record of any meetings or contact between sessions. Notes can be viewed by the client by request.</p> <p>Client files are stored in a locked filing cabinet in the workers personal office.</p> <p>If the client has an ongoing health condition it may be necessary for the Life Skills Coach to keep a record of diagnosis, treatment and emergency contact about their person during one to one</p>

<p>Details of any services they are currently working with e.g. General Practitioner, statutory mental health services.</p> <p>Emergency contact.</p> <p>Personal goals that the person would like assistance in achieving.</p>	<p>The Life Skills Coach will only pass over those details to those professionals providing treatment if the client is unable to provide this information themselves.</p> <p>Safeguarding: If the client discloses details of abuse to themselves, another vulnerable adult or a minor then these may need to be passed over to the appropriate safe guarding agency or professional involved in that person's care.</p> <p>Emergency contact – if a person becomes unwell/injured during the course of a session or fails to attend a pre-arranged appointment and is unable to be contacted directly the Life Skills Coach may need to contact the person's agreed emergency contact/next of kin.</p> <p>Personal goals – To assist in the planning of one to one sessions and to maximise the benefit to the client.</p>	<p>sessions. All information will be stored in a secure electronic format that is password protected. This electronic data will be deleted once those one to one sessions have been completed.</p> <p>Files are keep for 6 years from the date of the last one to one session or contact. This is for legal and tax reasons. After this time has elapsed all documents will be disposed of in a secure manner.</p> <p>Right to erasure (or right to be forgotten) Under Article 17 of the General Data Protection Regulations all clients have the right to request erasure and have all personal data stored by the service deleted/destroyed. The right to erasure does not apply if processing the data is necessary for the purposes of preventative or occupational medicine (eg where the processing is necessary for the provision of health or social care or for the management of health or social care systems or services). Complying with a client's right to erasure will result in the termination of any working relationship. Essential Life Skills reserves the right to request sight of further identification to confirm that person's identity.</p>
<p>During the course of working with a client the Life Skills Coach will maintain a personal file for the client. This will contain brief information on</p>	<p>This is to maintain continuity between one-to-one sessions. If the Life Skills Coach observes a significant decline in the clients mental or physical health they may ask the client directly</p>	<p>The storage of any records kept during or immediately following a one-to-one session is explained above, in the section labelled one-to-one client work.</p>

one-to-one sessions and any contacts between sessions.	about their ability to keep themselves safe. A brief record of this conversation will be kept on the client's personal files for reference in the event of further intervention being required to minimise the risk to the client.	
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If you require clarification of any of the points raised in this document please do not hesitate to contact Katherine Clark at Essential Life Skills by emailing [enquiries@essentiallifekills.org](mailto:enquiries@essentiallifekills.org).