

Privacy Notice: Mental Health and Wellbeing Services

About LifeLine Projects

LifeLine Projects' is a registered company (number 03951096) and a registered charity (number 1084634). Our office address is LifeLine House, Neville Road, Dagenham, Essex, RM8 3QS. We are registered as a data controller with the Information Commissioner's Office (ICO). Our registration number is Z6591927. Our Data Protection Officer is Julia Ward – contactable on info@lifelineprojects.co.uk We deliver mental health and wellbeing services to communities and are responsible for looking after information we collect about you.

This privacy notice applies to:

- ✓ Barking and Dagenham Listening Lounge Crisis Prevention Service
- ✓ Barking and Dagenham Peer Support Service
- ✓ Redbridge Mental Health Recovery Service
- ✓ Redbridge Peer Support Service
- ✓ Waltham Forest Befriending Service

1. Why We Collect Information

LifeLine Community Projects works with North East London NHS Foundation Trust (NELFT) and other support services to provide mental health peer support and crisis prevention services. Some services may also work with approved partner organisations involved in your care and support.

Our services also include befriending support to help people reduce loneliness and isolation, build social connections, access community resources and improve wellbeing. We collect information so we can provide:

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| ✓ One-to-one support sessions | ✓ Volunteer befriending support |
| ✓ Peer support sessions | ✓ Social inclusion, community connection and group activities |
| ✓ Recovery planning | ✓ Crisis prevention and emotional support |
| ✓ Support to reduce loneliness and isolation | |

2. What Information We Collect

We mainly use referral forms and may collect information about you such as:

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|-----------------|--------------------------------|
| ✓ Name | ✓ Address |
| ✓ Date of birth | ✓ Telephone number |
| ✓ Email address | ✓ NHS number (where available) |
| ✓ GP details | ✓ Emergency contact details |

Where necessary and lawful, we may collect additional special category information such as:

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| ✓ Mental health and wellbeing information | ✓ Recovery plans and goals |
| ✓ Care and support plans | ✓ Assessments and questionnaires |
| ✓ Offending information | ✓ Notes from support sessions and meetings |
| ✓ Risk assessments | ✓ Safeguarding information |
| ✓ Ethnicity | ✓ Religion or beliefs |

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| ☒ Preferred language | ☒ Disability |
| ☒ Cultural needs | ☒ Sexual orientation (if you choose to tell us) |

You do not have to provide this information unless you wish to.

3. Why We Are Allowed to Use Your Information

We use your information because it is necessary to provide befriending and health and social care support, meet our legal responsibilities, protect people from harm and carry out tasks in the public interest

4. How We Collect Your Information

Your information may come from:

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| ☒ You | ☒ Your GP |
| ☒ NELFT staff and NHS services | ☒ Mental Health and Wellness Teams |
| ☒ Adult Social Care services/Social Workers | ☒ Community organisations |
| ☒ Family members where appropriate | ☒ Safeguarding organisations |
| ☒ Assessments, referrals and care planning meetings | ☒ Outreach activities and support sessions |
| ☒ Home visits (where applicable) | ☒ Referral forms |

5. How We Use your Information

We use your information to:

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| ☒ Understand your support needs | ☒ Provide peer support and wellbeing services |
| ☒ Provide crisis prevention support | ☒ Help plan your care and recovery |
| ☒ Arrange referrals to other services | ☒ Work safely with healthcare professionals |
| ☒ Protect you and others from harm | ☒ Meet safeguarding responsibilities |
| ☒ Monitor how well our services are working | ☒ Improve services for local communities |
| ☒ Meet legal and NHS requirements | ☒ Match individuals with suitable volunteers or peer support opportunities |
| ☒ Support community connection and social inclusion activities | |

6. Who Can Access Your Information

Only people who need access to support you or manage our services can view your information. This may include:

NELFT staff (where it applies):

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| ☒ Clinicians | ☒ Mental Health and Wellness Teams |
| ☒ Information Governance Staff | |

LifeLine Community Projects Staff

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| ☒ Peer Support and Support Workers | ☒ Managers |
| ☒ Safeguarding Leads | ☒ Approved administrative staff |

Approved Volunteers (where applicable)

- ☒ Only information necessary for them to provide support
- ☒ Subject to confidentiality and data protection requirements

7. Sharing Information

We only share information when necessary and lawful. This may include with:

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| ✓ NHS services and clinical teams | ✓ Your GP |
| ✓ Adult Social Care | ✓ Safeguarding teams |
| ✓ Crisis and emergency services | ✓ Other approved organisations involved in your care/support |
| ✓ NHS and funder reporting and monitoring teams | ✓ Approved partner organisations involved in delivering support services |

We may share information when:

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|--|-------------------------------------|
| ✓ You have given your consent | ✓ It is needed to support your care |
| ✓ We need to protect you or someone else | ✓ There is a safeguarding concern |
| ✓ The law requires us to do so | ✓ There is a serious risk to safety |

8. Keeping Your Information Safe

We take data protection seriously. We protect information by:

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| ✓ Using secure NHS and LifeLine Projects systems | ✓ Password protection and secure logins, including Multi-Factor Authentication |
| ✓ Limiting access to authorised staff only | ✓ Using role-based access controls |
| ✓ Training staff and volunteers in confidentiality, safeguarding and data protection | ✓ Monitoring access to records |
| ✓ Carrying out regular audits and checks | |

9. How We Store Information

Information may be stored on:

- ✓ RiO, the NHS clinical record system used by NELFT
- ✓ Salesforce, used by LifeLine Community Projects for service management and reporting where appropriate

We only keep the information needed to provide services, reporting and service management.

10. How Long We Keep Information

We usually keep service user records for 6 years after support ends. Some records may be retained longer where required by law, NHS guidance or where our contracts require this. We securely delete information when it is no longer required.

11. Your rights

- ✓ You can ask what information we have about you
- ✓ You can ask us to correct information that is wrong
- ✓ You can tell us that you want to withdraw your consent at anytime where we rely on your consent
- ✓ You can ask us to delete information when the law allows us to
- ✓ You can tell us if you are unhappy about how we use your information

Sometimes these rights may be limited if sharing information could put someone at risk or affect a safeguarding investigation.

If you have any questions about your information, about how we use it or if you want to request to see a copy of your personal information held by us, email the Data Protection Officer on info@lifelineprojects.co.uk

12. Complaints about how we look after or use information

Please raise any concerns with us in the first instance by emailing or contacting the Data Protection Officer on the above email address. Alternatively, complaints can be raised with the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

13. Need help?

Please ask a member of the LifeLine Projects team if you would like this privacy notice:

- In larger print
- In another language
- Read aloud or explained.