

Data Privacy Notice Neurowell

This document describes how Neurowell collects, uses, retains, and discloses information about you. It will include details of the types of data we collect, the reasons we collect this data, how it is stored, who has access to it, how long it is kept and your rights in respect to your data.

How information (data) is collected?

We collect information from you during consultations, which may be face-to-face, by telephone or electronically.

Information about you from a third party e.g., your GP, other healthcare professionals or another brain injury service, may also be collected with your consent.

Information that we collect from you may be shared with your NHS or private healthcare carer(s) but only if you give written consent for us to do so. In such instance, this sharing would be to support the provision of their health or social care treatment where the professionals processing this or ultimately responsible for it are under a professional obligation of secrecy.

What information do we collect?

We collect personal and health information as you would usually provide for a health consultation. This includes:

- Name and contact information
- Demographic information
- Medical history (required for the provision of therapies)
- Questionnaires and assessments (to capture your progress)
- Bank details (required for the collection of membership fees).

How will my information be used?

Our receptionists will access your contact details to send you appointments, update you on activities at the Centre, and collect fees.

Your clinical team will have access to your medical history and health information and will be able to discuss this with you. They will use these to help tailor your care plan and track your progress between visits to the Centre.

- Members of staff will only have access to the data they need to in order to provide services at Neurowell.
- We also wish to use some data (e.g., questionnaire scores, assessment scores) in research projects to improve the service that we provide and help other people with

brain injury to live well. You can choose whether you would like your data to be used for research purposes. We would remove any personal information about you so that the data is anonymous. Please note that we are bound by the University privacy policy for research participants which you can find here: <https://media.www.kent.ac.uk/se/40432/ResearchParticipantUniversityLevelPrivacyNotice.pdf>

How long will you hold my information for?

Neuowell retain your personal data only for as long as is necessary. Typically, this is for no more than 2 years without any activity or contact, although different laws require us to keep different data for different periods of time.

Will my data be kept confidential?

Any data collected from you by the Neuowell team, through any form of consultation (face to face, telephone, electronically) will be stored electronically within our record management system (currently Cliniko). The electronic data are stored on secure European servers with the highest levels of encryption. All information about you will be handled in confidence.

Please refer to the link below, for more information about the safety, security and standard measures used to store data records within Cliniko: [Cliniko Privacy Policy](#)

We will follow ethical practice and act according to the principles of the General Data Protection Regulation (GDPR). Further information can be found here: [Assurance and Data Protection - University of Kent](#)

Your rights

You may choose to restrict the collection or use of your personal information in the following ways:

- You may let us know your preferences at any time by emailing us at Neuowell.
- You may request details of the personal information which we hold about you or ask that we delete it. If you would like a copy of the information held on you, please email or write to us at:

neuowell@kent.ac.uk

Tanglewood,
University of Kent,
Giles Lane,
Canterbury
Kent CT2 7LX.

The first copy will be free of charge, but we may charge a reasonable fee for additional copies.

We shall provide the requested data within a month of receiving the request in most cases, unless the request is complex.

You have the right to lodge a complaint if you are unhappy with any aspect of the way your data is handled by us by contacting the [University's Data Protection Officer](#) or the Information Commissioner's Office, as follows:

Post: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Web: <https://ico.org.uk/make-a-complaint/>

Phone: 0303 123 1113