Wellspring

centre for psychotherapy and counselling

CLIENT INFORMATION: PROCEDURE FOR SUBJECT ACCESS REQUESTS

Individuals wishing to access their personal information should submit a request in accordance with the following notes:

1. Make your request, in writing, to the Co-ordinator of Clinical Services (see below for contact details).

2. The request should include details and provide documented evidence of who you are (e.g. driving licence, passport, birth certificate). You should also provide as much detail as possible regarding the information you wish to access (e.g. where and by whom information is believed to be held, specific details of information required etc).

3. You are not required to state WHY you wish to access the information: the details we require are merely those that will aid the efficient location and retrieval of information.

4. Wellspring adopts a general policy of openness in terms of allowing individuals access to their personal information and wherever possible we aim to waive the £10 administration fee (permitted under the Data Protection Act 1998).

5. Once the Administrator receives a Subject Access Request, every effort will be made to comply fully within 40 days. In any event, you will receive all the information that has been located and can be released within 40 days and an explanation for any information that cannot be provided at that time.

6. In accordance with the Data Protection Act 1998, Wellspring does not usually release information held about individuals without their consent. Therefore if information held about you also contains information related to a third party, Wellspring will make every effort to anonymise the information. If this is not possible, and Wellspring has been unable to secure the relevant consent, Wellspring may decide not to release the information.

All queries should be directed to the Co-ordinator of Clinical Services in the first instance. Contact details:

-Email: mail@wellspring-scotland.co.uk

Postal Address: Wellspring, 13 Smith's Place, Edinburgh EH6 8NT