

SERVICE USER CONSENT FORM

I the undersigned, hereby give my permission for MENTAL HEALTH ADVOCACY PROJECT (MHAP) to share personal information with other service providers in order to support me. This may include accessing and sharing information with a range of services to support my needs and wishes and this may involve other agencies sharing my information also. I understand that MHAP may hold information gathered about me from various agencies and as such my rights under the Data Protection Act will not be affected.

NAME: _____

ADDRESS : _____

SIGNATURE: _____

DATE: _____

Signature of Advocacy Worker (MHAP) _____

Print Name _____

Statement of Consent

- I understand that personal information is held about me.
- I have had the opportunity to discuss the implications of sharing or not sharing information about me.
- ***I agree that personal information about me may be shared and gathered by phone, email and in writing, where appropriate and when required to support my needs and wishes.***

Are there any agencies you do not want us to share or gather additional information with?

Please list them here: _____

I agree to my information being shared and gathered between services

Your consent to share personal information is entirely voluntary and you may withdraw your consent at any time. Should you have any questions about this process, or wish to withdraw your consent please contact MHAP office on 01506 857230.

Confidentiality

Confidentiality is of fundamental importance to the advocacy process and is as highly valued by us as by you. Any information you give your advocate remains confidential within our service.

If you decide that you wish to use our advocacy services we will need to keep personal documentation about you along with case notes in order to provide you with a service and carry out work on your behalf. This information will be kept to a minimum, in strict confidence and securely stored. We will not use the information for any other purpose than to support you with advocacy issues. We will not disclose information about you to any other person unless we have your consent. Exceptions to this policy are where we have a legal obligation to do so i.e. where we feel that you or any other person is at risk from serious harm.

The principles of the General Data Protection Regulation (GDPR) require us to make sure your data is accurate, kept up to date and that we keep it for no longer than is necessary. To meet these requirements:

- We will update your data or destroy it at your request
- We will perform data audits (every 12 months) and remove data that is inaccurate, out of date or no longer required

Under the General Data Protection (effective from 25th May 2018) there are a number of new rights relating to Data Protection. You have the following rights:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

You can find more information about these rights on the Information Commissioner's website at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulator-gdpr//individual-rights/>

For any enquiries about MHAP's Data Protection practices or to request a copy of the information we hold about you, correct any information that is inaccurate, unsubscribe from our services, or withdraw your consent you can contact us on any of the details above.

You can also request a copy of our Confidentiality and Data Protection Policy for further information which describes how personal data must be collected, handled and stored to meet our organisation's data protection standards — and to comply with the law.

Should you wish to make a complaint about MHAP's collection or use of data you can contact the Information Commissioner's Office at <https://ico.org.uk>.