

## FURTHER RESOURCES

### **The Information Commissioner's Office:**

This UK's independent authority was set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals:

<https://ico.org.uk/for-the-public/>

### **Combat Stress's Privacy Statement:**

On our website under Privacy

<https://www.combatstress.org.uk/privacy>

Or on request in writing from

Data Protection Officer

Combat Stress

Tyrwhitt House

Oaklawn Road

Leatherhead KT22 0BX

[DPO@combatstress.org.uk](mailto:DPO@combatstress.org.uk)

WHAT HAPPENS TO  
YOUR INFORMATION?

WHAT WE DO WITH IT  
&  
YOUR RIGHTS TO IT

## YOUR INFORMATION

Under the General Data Protection Regulations and Data Protection Act as an organisation Combat Stress must be transparent about the data we hold on you as an individual and you have increased rights over your own information.

We have set out what we will do with our data in our Privacy Statement which you can read in full online via our website or we can post it to you if requested from the address overleaf.

### Overview

We will:

- collect only what we need to deal with you;
- keep your data safe once we have it;
- not send it to anyone else;
- store it only for as long as we need it, then
- dispose of it according to professional and governmental guidelines, at the right time and in a secure way.

You have a right to:

- access the information we keep on you;
- rectify or erase your information if you feel it is incorrect;
- object to how we use your information;
- ask for restrictions to any automotive processing we might do.

### Right to Erasure:

Sometimes known as the 'right to be forgotten', this gives you the right to any personal data we have about you and you may request that it be erased from our systems, but this right does not apply to certain types of information, and for us, this would be the clinical records we keep on you. Other regulations and law govern clinical records and demand that we keep these records for 20 years. So we reserve the right to seal them rather than delete them and only you or the Senior Information Risk Officer can give permission for them to be opened again.

## SUBJECT ACCESS REQUEST (REQUESTING YOUR INFORMATION)

A subject access request is made by an individual; you, or someone on your behalf, for any information we hold on you. Any information that is personal or sensitive can be requested so long as it is your personal information.

All our staff can help you with a request, but Combat Stress has a team in place to deal specifically with them, within one calendar month. You can make your request any way you wish but if someone is making the request for you, they must have your written and signed consent. We will check with you about this if we feel that is necessary.

There may be certain circumstances where we need more time to process your request, but we will tell you this before the month is up. You can request specific pieces of information if it is for a specific purpose or all of your records, please speak to our Team on the contact details overleaf if you need more information.

## HOW WE SEND YOUR INFORMATION

Please let us know if you need your information in any special format. We will send it securely through recorded post that will be tracked and must be signed for. Or if we send it via email, we will check your email address with you via a message first and send the information on a password protected document via your reply email. We will then text or telephone you the password. This is done to protect your information, which may be very sensitive.

## ASKING AGAIN OR REQUESTING LARGE AMOUNTS OF INFORMATION

The new regulations do give many more rights to an individual but an organisation can refuse to supply information if it is asked for many times in a short time span. We are also able to refuse your request if it seems unreasonable but will let you know if that is the case. Please speak to one of our Team if you have any queries.