



Confidentiality & Data Protection

GamCare provides a confidential service for people affected by gambling. What you discuss with us remains confidential to the service except in certain circumstances. Generally, these circumstances are when together we think it would be helpful to you if we shared some information with a third party, for example, if you consent to us contacting your GP.

There are specific circumstances where if we believe you are at high risk of significantly harming yourself or others (including the risk of harm to children) we may contact a third party without your consent. In these circumstances we will, where possible discuss the situation with you before we discuss this with anyone outside of GamCare. The exception to this is if to do so would put you or others at increased risk of harm.

All information relating to you is processed by GamCare in line with the Data Protection Act 2018 (DPA), and the General Data Protection Regulation (GDPR) on the legal basis of the organisation's legitimate interest in providing you with the best quality service. We process both personal data and special category data, for example, your race and your health data, which is processed to provide you with treatment, advice and support. All information is stored securely and confidentially. We will store your records for seven years after you complete your treatment with us.

All your records including notes from your sessions are kept on our secure electronic database. Your personal information will not be used for any other purpose than for providing our service to you.

You have a right to view your records and if you wish to do this, you can either ask your practitioner or by contacting us directly via info@gamcare.org.uk

Non-identifiable, pooled demographic information may be used for research and evaluation purposes by GamCare and other affiliated organisations.

GamCare will liaise with you via email. To ensure confidentiality, please use your own personal email address. You may wish to use an email account which cannot be directly linked to you. It is not permitted to record webcam sessions.

Ideally, you would engage in online treatment via a personal, password-protected device in a confidential setting. If you use a work or public computer, confidentiality may be compromised. It is safer to send personal or sensitive information in a password-protected attachment rather than in the body of an email.

Attendance

It is important to attend your sessions regularly for your treatment plan to be effective. You need to let us know as soon as possible if you cannot attend a session. If you cancel or do not attend a scheduled session on more than three occasions, please note that we may make this time available to someone else.

Follow up

Overcoming the impacts of a gambling problem can take time. It is important to us that when you finish your treatment with us, your relationship with the service is not over. After your sessions come to an end, we would like to contact you at three, six and 12 months (after last treatment appointment), to enquire about how things are going.

This is called a 'follow up' and we would make contact by **email** if you are happy for us to contact you. If at any point you feel it would benefit you to return to getting help from us, you will have the opportunity to do so. The follow up will provide you with an opportunity to assess how things are going for you, and whether you are satisfied with the progress you have made.

When registering for online treatment we will ask for you to acknowledge that you have read and agree to these terms and conditions and inform us whether you give consent for us to follow up with you. Please be assured if you do not provide consent for follow up we will not contact you after your sessions have ended.