



ADDICTION RECOVERY AGENCY BRISTOL

TREATMENT, SUPPORT AND RECOVERY

Confidentiality Statement

ARA will not share your information with a third party without your agreement. We will never share your information with family, friends or carers without your expressed permission to do so. However there are some circumstances where we may need to disclose information about you regardless of you giving permission.

The following are situations that may arise when we will disclose information without your permission.

- ✚ If there is a child at risk of harm or neglect
- ✚ If there is a real risk of you causing harm to your self or others
 - ✚ If we are told to by a court of law
 - ✚ Acts of terrorism

You will be informed, whenever possible, if there is a likelihood of ARA having to disclose information in the above circumstances.

Cancellation Policy

If you are unable to make an appointment, please ring 0117 930 0282 with more than 24 hours notice and your session will be re-arranged. If you are not able to give 24 hours notice, this will count as one of your sessions, we will then call or text you asking you to confirm by the following day that you wish to continue with your sessions otherwise we will offer your slot to someone else.

Data Protection

ARA needs to keep certain information about its service users to allow it to monitor – for example – performance, achievements and health and safety. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. To do this, ARA must comply with the Data Protection Principles, which are set out in the Data Protection Act, 1998. There are eight Data Protection Principles.

In summary these state that Personal Data shall be:

- ✚ Processed fairly and lawfully
- ✚ Obtained for specific and lawful purposes
- ✚ Adequate, relevant and not excessive
- ✚ Accurate and where necessary up to date
- ✚ Kept for no longer than necessary
- ✚ Processed in accordance with data subjects' rights
- ✚ Protected by appropriate security
- ✚ Not transferred to countries outside the EEC without adequate protection

Counsellor Qualifications

Rachael Bollan
Sandra Beach
Beverly Sinclair
Keda Evans

Diploma in Counselling
Diploma in Counselling
Diploma in Counselling
Foundation Degree - Addictions Counselling

The Addiction Recovery Agency (ARA) is an Affiliate Member of the Federation of Drug & Alcohol Professionals (FDAP) and all ARA staff are Associate Member's of the FDAP.

<http://www.fdap.org.uk/index.html>

