

Psychiatrists' Support Service privacy notice

The Psychiatrists' Support Service (PSS) provides free, rapid, high quality peer support by telephone to psychiatrists of all grades who may be experiencing personal or work-related difficulties. It is a confidential service, delivered by trained Peer Support Psychiatrists.

The College is the data controller for the information you provide when you contact us. If you have any queries about the process or how we handle your information, please contact us at pss@rcpsych.ac.uk.

What will we do with the information you provide to us?

All of the information you provide will only be used for the purposes of evaluating your needs and providing you with support from a Peer Support Psychiatrist, or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide with any third parties for marketing purposes or store any of your information outside of the European Economic Area.

The information you provide will be held securely by us whether the information is in electronic or physical format.

We will use the contact details you provide to us to contact you.

What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to maintain a record of you and to contact you.

If you supply them to us, we will process your:

- Name
- Membership number
- Grade
- Gender
- Email address
- Telephone numbers
- Communication preferences
- Enquiry details

This is not mandatory information – if you don't provide it, it will not affect your status with the College. This information will not be made available to any staff outside of the College in a way which can identify you. Any information you do provide, will be used only to produce statistical returns and reports about our services.

This list is not exhaustive.

We require this information to understand your needs and provide you with a better service.

When you contact us, your contact information and brief details of your enquiry are stored carefully and held securely using our computerised database. We use this information to assist you with your enquiry.

We may email you with an anonymous feedback survey following your contact with our service.

Who do we share with?

Doctors should be assured that the PSS is a confidential service. This means that the PSS will not disclose information to any third party without the consent of the doctor, unless required by legal obligation.

It may be necessary to share personal data with UK-wide Regulatory or Public Authorities bodies linked to the profession of Psychiatry.

We will only do this where we have a statutory or regulatory requirement to do so i.e. if you disclose an issue that threatens personal or professional safety, we have a professional duty of care to report it to the appropriate agency/organisation.

How long is the information retained for?

The information we process is retained for the lifespan of the caller + 7 years, and then destroyed.

Legal basis for processing

As a membership organisation the processing of members personal data is required in order for us to pursue our legitimate interests.

Confidentiality

The Psychiatrists' Support Service is completely confidential and is not linked to any other external or internal agencies. Any data recorded is anonymised and used to focus resources appropriately and to lobby for improved services for doctors' health issues.

In those rare cases where a doctor's health problem appears to pose a risk to their patients, the doctor advisor has a responsibility to prevent harm. The doctor advisor will try to encourage the doctor to obtain appropriate help to change whatever presents a risk to patients.

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Security of information supplied

All information about a doctor who contacts the PSS will be password protected and kept in a secure drive (encrypted) which is separate to all other College business. These will be accessed only by authorised staff (the Psychiatrists' Support Service Manager). Any paper records are securely destroyed.

Providing identifying information

Where an individual contacts the service to seek information or advice, this will be provided regardless of whether they provide identifying information about themselves.

PSS activity reporting

The PSS produces high level, anonymised information about patterns of activity, types of cases seen etc. No information that may be attributable to named individuals will be included in any activity reporting or evaluation.

Your rights

Under the Data Protection Act 2018, and General Data Protection Regulation (GDPR) you have rights as an individual which you can exercise in relation to the information we hold about you.

Access to personal information

Members can find out which personal information we hold by making a 'subject access request' under the Data Protection legislation. If we do hold information about you we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be disclosed to
- provide you with a copy of the information in an intelligible form

To make a request for any personal information we may hold you need to put the request in writing addressing it to our Data Protection Officer, at the address provided below.

Other rights

If we do hold personal data about you, you can:

- ask for incorrect data to be amended
- ask for data to be erased where there is no longer an ongoing need for processing
- ask for access to your data to be restricted
- ask for a copy of your personal data in a format that allows you to easily transfer it into another organisation
- object to the processing of your personal data and your objection will be considered.

If you wish to exercise any of these rights, please contact us using the details below.

Complaints or queries

The College takes any complaints we receive about the way in which we use personal data very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

If you want to make a complaint about the way we have processed your personal information you can contact us using the details at the bottom of this notice.

You can also complain to the Information Commissioner's Office directly:

Wycliffe House
Waterlane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

[Information Commissioner's Office online](#)

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated in November 2020.

How to contact us

If you want to request information about our privacy policy you can email us at dataprotection@rcpsych.ac.uk or at the below address:

Data Protection Officer
Royal College of Psychiatrists
21 Prescott Street
London E1 8BB

Please read [our disclaimer](#).