



## 'Time for You' Privacy Statement

'Time for You' is a service currently funded by SAMH and delivered through us in conjunction with Glasgow Caledonian University and a mental health support platform - Kooth's Qwell. The aim of the service is to provide 3 options of accessible mental health support to people across Scotland:

- Option 1 provides access to a hub of resources, professional help and web-chat-based counselling from Qwell;
- Option 2 is one-to-one evidence-based wellbeing coaching from SAMH Wellbeing Practitioners and;
- Option 3 is talking therapy and psychological support from Trainee Psychologists completing their GCU Psychology PhD Programme.

This support is provided with a view to enable you to recover from the significant pressures experienced through life events and covid-19, and to develop coping strategies to help you self-manage your mental health.

SAMH will carry out evaluation of the service to ascertain the efficacy and quality of interventions. The service is only available to people living in Scotland.

### **The type of personal information we collect**

Under the Data Protection Act 2018 the lawful bases we will rely on for processing this information is 'legitimate interest' and we will use consent for processing special category data, for example, if you were to disclose any sensitive information about changes to your mental/physical health since participating in the Time for You service.

The information we will collate about you will include:

- Your name
- Email address
- Gender
- DOB
- Address
- Local Authority Area
- Occupation
- SAMH service
- Ethnicity
- WEMWBS<sup>1</sup> (Warwick-Edinburgh Well-being Scale) and other psychometric tests (ie. PHQ-9<sup>2</sup>, CORE-10<sup>3</sup>, GAD-7<sup>4</sup>) if necessary to help evaluate your wellbeing and mental health progress

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1 The Wellbeing Tool uses the Warwick-Edinburgh Mental Well-being Scale (WEMWBS) which was funded by the Scottish Executive National Programme for improving mental health and well-being, commissioned by NHS Health Scotland and developed by the Universities of Warwick and Edinburgh. WEMWBS is subject to copyright and SAMH has permission to use and make available the WEMWBS.

2 Kroenke, K. & Spitzer, R.L. (2002). The PHQ-9: A new depression and diagnostic severity measure. *Psychiatric Annals*, 32, 509-521.

- Presenting Mental health issue - details about your mental/physical health and wellbeing if you are sharing your personal experience and whilst completing evaluation and feedback
- Support interventions that helped you in support sessions
- Feedback regarding your experience with the Time for You 1:1 support
- How you found out about Time for You

**How we will use/share your information:**

In choosing to participate in this service, you understand that SAMH will process your data under the Data Protection Act 2018 on the basis of 'legitimate interest' and in relation to special category data on the basis of 'consent', 'vital interests', 'health or social care'.

We will use your personal information for the purposes of providing you with a service as outlined above. In addition your information will be used to enable us to measure outcomes; evaluate and monitor the quality of service delivery and the interventions used in Time for You service and to enable us to improve the service. Data will also help us understand take-up; provide evidence of the effectiveness of the service and help us demonstrate the benefits of the service to prospective funders. Data collected and used for the evaluation will be anonymised. If you agree to participate in a case study, you will have the choice to decide on whether or not you wish to remain anonymous.

We are legally required to share information where we become concerned about a risk of harm to yourself; where we believe there to be an emergency situation and in order to protect your health and safety; where we believe there is a danger to another person; where there is a child protection issue or we are required by law.

**Data Storage:**

SAMH will hold your information in electronic formats on a secure network. To ensure that your data is secure at all times we have clear technical and physical security measures in place. All personal information provided by you will be stored in accordance with the Data Protection Act 2018 and as outlined in the SAMH Data Protection Policy; our Service User Privacy Policy and this Privacy Statement which is specific to 'Time for You'. Data is not stored outside of the UK.

Your data will be retained for a period not exceeding 24 months. Information relating to the evaluation will be retained for as long as we require to retain it but this will be anonymised.

Please note that in certain circumstances (for example, where a serious complaint / reportable accident or incident / safeguarding issues or there is an on-going investigation) relevant data may be retained for as long as required. For example, where there are safeguarding concerns the period of retention is 50 years.

**FURTHER INFORMATION**

The service does not involve an element of automated decision making/profiling.

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3 Barkham, M., Bewick, B., Mullin, T., Gilbody, S., Connell, J., Cahill, J., ... & Evans, C. (2013). The CORE-10: A short measure of psychological distress for routine use in the psychological therapies. *Counselling and Psychotherapy Research*, 13(1), 3-13.

4 Spitzer RL, Kroenke K, Williams JB, Löwe B. A brief measure for assessing generalized anxiety disorder: the GAD-7. *Arch Intern Med*. 2006 May 22;166(10):1092-7. doi: 10.1001/archinte.166.10.1092. PMID: 16717171.

For those looking for one-to-one support from either a SAMH Wellbeing Practitioner or a GCU Trainee Psychologist, requests will be directed to SAMH Time for You Team via the Time for You email inbox. Triage decisions will be based on information provided to the Team Leader and the capacity within the service – you will be informed of any waiting lists and presented with options, including accessing Qwell resources and support if needed.

Additionally, upon commencing Qwell resources and support, you may still wish to request one-to-one support with a SAMH Wellbeing Practitioner or GCU Trainee Psychologist at any time and, should you wish to, you can request a change in the type of support you receive.

Further requests for additional one-to-one support are made in the same way as a new referral and will be triaged in the same way as new referrals based on the information provided and the capacity within the service, you will be informed of any waiting list.

## **Your Rights:**

You have a right to:

- Access the personal information we hold about you.
- Request that inaccurate or incomplete information about you be corrected.

We believe that the rights to 'erasure', 'restriction to processing', 'objection to processing' and 'data portability' are limited given the nature of the project and its associated research. However, please do contact us should you have any questions or concerns about your rights. If you withdraw from the evaluation, we will keep the information about you that we have obtained. To safeguard your rights we will use the minimum personally-identifiable information possible.

You have a right to complain: complaints can be submitted to:

SAMH at: <https://www.samh.org.uk/information/how-to-make-a-complaint> or email [complaints@samh.org.uk](mailto:complaints@samh.org.uk)

ICO: <https://ico.org.uk/>

For further information, please refer to our full [Service User Privacy Policy](#). If you have any questions about this Privacy Statement or any other Data Protection queries; or would like to make a request to receive a copy of your personal information held by SAMH; please contact:

[dataprotection@samh.org.uk](mailto:dataprotection@samh.org.uk)

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<sup>5</sup> Scottish Company limited by guarantee: SC082340  
Scottish Charity: SC 008897