



Privacy Policy

Holding Space is committed to protecting your privacy and handling your personal information respectfully, securely and in accordance with UK data protection law.

Information We Collect

To provide safe and effective peer support, Holding Space may collect and store:

- Name
- Age
- Contact details
- Dates of contact and sessions
- Brief factual summaries of support provided
- Safeguarding concerns
- Actions taken
- Referrals or signposting offered

Records are factual, objective and respectful and are maintained to support continuity of care and safe practice.

How We Store Information

Information is stored securely using password-protected systems.

Access to records is restricted to authorised members of the Holding Space team who require access to perform their role.

Why We Collect Information

We collect and process personal information to:

- Provide peer support services
- Maintain accurate records
- Safeguard individuals using our service
- Manage referrals and signposting
- Ensure the safe operation of Holding Space
- Meet legal or regulatory obligations where required



Sharing Information

Holding Space will never sell personal information or share it for marketing purposes.

Information will only be shared where:

- You have given consent
- It is necessary for the safe operation of the service
- There is a safeguarding concern
- There is an immediate risk of serious harm
- We are legally required to do so

Wherever possible, we will aim to discuss this with you first.

How Long We Keep Information

Holding Space will retain information only for as long as reasonably necessary for the safe operation of the service.

Records will normally be retained for up to 3 years following the end of support, unless safeguarding concerns require longer retention.

Records are reviewed annually and securely deleted or destroyed when no longer required.

Your Rights

Under UK data protection law, you may have the right to:

- Request access to information we hold about you
- Request correction of inaccurate information
- Request deletion of information where appropriate
- Restrict or object to certain processing activities
- Raise concerns about how your information is being handled

Please note that these rights may be limited where safeguarding responsibilities or legal obligations apply.

Contact Us



Holding Space is responsible for the personal information collected through this service. If you have any questions about your data or wish to access, correct or delete information we hold about you, please contact:

edholdingspace@gmail.com

Website Use

Our website may collect limited technical information, such as cookies, analytics data and website usage information, to help us improve the user experience and maintain website security.

By using our website, you agree to the collection and use of information as outlined in this Privacy Policy.