

Resolve Privacy Statement

1. Introduction

Resolve ("we," "our," or "us") is committed to protecting the privacy and security of your personal information. This Privacy Statement explains how we collect, use, disclose, and safeguard your personal information. By using our services, you consent to the practices described in this statement.

2. What Resolve does

Resolve is an adult drug & alcohol treatment service that supports people with alcohol/substance misuse issues including supporting people who are homeless or at risk of homelessness. We also run a community café.

3. Information we collect

As part of our work Resolve collects information in order to properly support our service users throughout their treatment/support journey.

We also provide specific data to the National Drug Treatment Monitoring System (NDTMS) for statistical information only. The NDTMS is the National organisation responsible for collecting this data. It is used by PHE to collect information about drug and alcohol treatment in England. If you consent, Resolve will share some of your treatment information with NDTMS. You will be advised all about this when you first come to Resolve.

4. What information Resolve keeps and why

Resolve collects some personal information about people in treatment. The information is used to understand the needs of people using Resolve services, to help provide the right support/treatment and to improve services for our service users where we can. Resolve never publishes information that could be used to identify individuals and in any event will never publish anything without the explicit consent of the individual concerned in advance.

5. Retention

We will retain client records for six years after the client left the service.

6. Sharing information: some information from Resolve is shared and again this is usually only done with explicit consent of the individual. However, there are occasions when it is essential to share information with other agencies and these would be for matters of safety, concerning a person or people's health and/or wellbeing.

7. Withdrawal of consent

If you do not want information about you to be passed on to NDTMS or any other organisation, save on matters of safety as explained above, then you have the right to say this and/or ask for your treatment information to be removed from the NDTMS. This will not have any impact on the treatment you receive. On commencement at Resolve you will be informed of all systems that Resolve uses to collect and store your personal data, including with whom any data may be shared.

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You have certain rights regarding your personal information, including the right to access, correct, or delete your data. To exercise these rights, please contact us at the details below.

8. Data Security

We take reasonable steps to protect your personal information from unauthorized access or disclosure. However, no method of data transmission or storage is entirely secure, and we cannot guarantee absolute security.

9. Cookies and Tracking

We may use cookies and similar technologies to track your interactions with our website. You can manage your cookie preferences through your browser settings.

10. Changes to This Privacy Statement

We may update this Privacy Statement to reflect changes in our practices. Please review it periodically.

11. Contact Us

If you have any questions or concerns about this Privacy Statement or your personal information, please contact us at

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