

NORTHPOINT

Our Privacy Notice for Calderdale Services

In the context of delivering the Calderdale services, Northpoint will collect, store and use personal data about your child to provide your child with healthcare services. Your child's personal data will also be used to plan our services and to make sure that they are as good as they can be.

Northpoint in its role as Data Controller has a registered address of Leeds Bridge House, Hunslet Road, Leeds, LS10 1JN and is registered with the Information Commissioner's Office (ICO) registration: Z5357295

We take our duty to protect your child's personal data and maintain confidentiality very seriously. We are committed to taking all reasonable measures to ensure the security of the personal data we are responsible for, whether this is computerised or in paper form.

At Board level we have a Senior Information Risk Owner (SIRO) who is accountable for the management of all the charity's information assets, and a Caldicott Guardian who is responsible for the management of patient data and patient confidentiality. We have a Data Protection Officer who ensures the charity is accountable and in compliance with the General Data Protection Regulation (GDPR) and the forthcoming Data Protection Act 2018.

The Data Protection Officer is: Alison Cater alison.cater@northpoint.org.uk

What information do we collect about you?

We keep records about your child's health, treatment and care they receive from our Calderdale services.

The information in the record may come from you, your child, your child's school, other care providers e.g. a GP, Social Care or Hospital. The maintenance of these records will ensure that your child receives the best possible care. They are held on a computer and include:

- Basic personal details about your child such as your child's name, address, date of birth, next of kin etc
- Contacts we have had with you and/or your child such as appointments or clinic visits, correspondence and phone calls
- Relevant information from people who care for your child and know your child well, such as health and education professionals, relatives and carers
- Notes and reports about your child's health, treatment and care

How your child's personal information is used

Your records are used to direct, manage and deliver the care your child receives to ensure that:

- The health professionals involved in your child's care have accurate and up to date information to assess your health and decide on the most appropriate care for you
- Healthcare and school professionals (including partner organisations) delivering your child's care have the information they need to be able to assess and improve the quality and type of care your child receives
- Appropriate information is available if your child sees another health professional, or are referred to a specialist or another part of the NHS

Your child's data will also be used to help manage the NHS and protect the health of the public, through reviews, statistical analysis, and research.

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Your child's anonymised data will also be used to ensure the charity receives payment for the care you receive, ensuring our services can meet patient needs in the future, or for statistics on NHS performance.

Lawful basis

Our lawful basis for processing your child's information under Data Protection legislation is: Public task: the processing is necessary to perform a task in the public interest, or our official functions, which have a clear basis in law (GDPR Article 6(1)e).

We process some information which is more sensitive. This is called Special category data. The legal basis for processing is (GDPR Article 9(2)h) which allows processing for the purposes of preventative or occupational medicine, the assessment of the working capacity of employees, medical diagnosis, the provision of health or social care or treatment or management of health or social care system.

Who do we share personal information with?

We keep your information confidential as do those we share it with.

We will share information with the following main partner organisations:

- Organisations involved in delivering Calderdale Open Minds (CAMHS) services
- NHS Trusts, hospitals and commissioned services involved in your child's care
- Clinical Commissioning Groups and other NHS bodies
- School support staff
- General Practitioners (GP's)

Your child may be receiving care from other people as well as the NHS, for example Social Care services. We may need to share some information about your child with them so we can all work together for your child's best interest or we have you or your child's permission (depending on whether your child is old enough to make decisions about information sharing).

Therefore, we may also share your information, subject to strict agreement about how it will be used, with:

- Social care services
- Education services
- Local authorities
- Voluntary and private sector providers working with the NHS

We will not disclose your information to any other third parties unless:

- We have your permission
- We have to share it by law
- We have good reason to believe that failing to share the information will put you or someone else at risk of serious harm or abuse
- We hold information that is essential to prevent, detect, investigate or punish a serious crime

Please ask our staff if you have any concerns or would like further information. Alternatively, you can contact the Data Protection Officer, Northpoint Wellbeing, Leeds Bridge House, Hunslet Road, Leeds, LS10 1JN 0113 243 3400

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Your Rights

We will ensure your rights are respected.

You have:

- The Right to be Informed – we tell you what we do with your child’s information. We do this through notices like this, service information leaflets, notices on our websites and posters.
- The Right to Rectification – we will correct any personal information that is inaccurate or rectify any data that is incomplete.
- The Right to Object – you have the right to object to how we process your child’s information. Your objection will be considered in relation to your particular situation; we will stop processing unless there is a legitimate reason for us to continue e.g. we will not be able to stop the processing of your child’s data to provide your child with direct patient care and this is needed to provide safe care.
- The Right to Restrict Processing – we will temporarily restrict processing your child’s data, whilst we check the information, if you query the accuracy of it. We will also restrict processing (if you raise an objection to how we process your data) whilst we consider your objection.
- The Right of Access – young people with capacity have the legal right to access their own health records and can allow or prevent access by others, including their parents. Parents may access their child’s medical records if the child or young person consents, or lacks capacity, and it does not go against the child’s best interests. If the records contain information given by the child or young person in confidence we would not normally disclose the information without their consent. If you or your child would like to request a copy of your child’s medical records, please contact the Data Protection Officer, Northpoint Wellbeing, Leeds Bridge House, Hunslet Road, Leeds, LS10 1JN.

Sending data to other countries

Sometimes your data may be processed outside of the UK, but in most circumstances it will remain within the European Economic Area (EEA) and will have the same protection as if processed within this country. When this is outside the EEA we will identify the data protections in place prior to transfer.

How long do we keep your information?

All personal information will be kept in line with the retention periods in the Department of Health Records Management Code of Practice for Health and Social Care Records 2016.