

Privacy Notice

Children and Young Adults

Keeping stuff about you private!

This Privacy Notice explains what information we collect about you, how we store it, how long we keep it, who we share it with and the reasons why.



Who are we ?



Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) are dedicated to providing care with compassion. We deliver many NHS services which are provided outside of hospital and in the community such as physical, mental health and specialist services.

All NHS Trusts keep personal information and have to register with the Information Commissioners Office to report on what information they

collect, use and store about people.

Our ICO registration number is Z6521629.

Why do we collect information about you ?

When you see a member of our staff they will update your health record with the information you have told them. Only the staff that look after you will have access to your information, it will not automatically be available to anyone who works at the trust and is viewed on a strict need to know basis.

The Legal Stuff...

Any personal information we hold about you is processed for the purposes of provision of health or social care or treatment or the management of health and social care systems and services under Chapter 2, Section 9 of the Data Protection Act 2018.

Personal Information is anything about YOU!

- Your name
- Your phone number
- Your address
- Your school or college
- Your medical details
- Photographs of you
- Videos of you

This information belongs to YOU and You have rights to have it handled safely.

This means that in line with the law the Trust is allowed to process your information in order to provide you with the best care and treatment.

The government tells us that we can collect data as long as we look after it under the law and keep it safe. Under the law, we must have a good reason for collecting your information. Our reason is that we are known as a Public Authority, so we provide the public with a service that they need; in this case, health and social care.

For further information on the laws you can visit:-



<https://ico.org.uk/about-the-ico/ico-and-stakeholder-consultations/children-and-the-gdpr-guidance/>

What personal information do we need to collect about you ?

Personal information about you is collected in a number of ways. This can be from your GP, from another hospital or from your parent or guardian if you are younger than 16.

The information that we hold about you includes basic personal information:

- Name
- Address
- Date of Birth
- Next of Kin - this will usually be parents or guardians
- Your GP



As part of your care, the hospital may hold some 'sensitive' personal information which could include:-

- Your medical conditions
 - results of investigations, such as x-rays and laboratory tests
 - Future care you may need
 - Personal information from people who care for and know you, such as relatives and health and social care professionals.



It is important for us to have a complete picture of you as this will assist staff to deliver appropriate treatment and care plans in line with your needs.

If you are worried about what information we have about you, please speak to any of the doctors or nurses so they can answer your questions.

What do we do with the information about you ?

Your records are used directly to manage and deliver healthcare to you to ensure that:

- The staff involved in your care have accurate and up to date information to assess and advise on the most appropriate care for you.
- staff have the information they need to be able to assess and improve the quality and type of care you receive
- Appropriate information is available if you see another healthcare professional or are referred to a specialist or another part of the NHS, social care or health care provider.

The personal information we collect about you may also be used to:

- Remind you or your parents or guardians about your appointments
- review the care provided to ensure it is of the highest quality
- support the funding of your care
- prepare statistics for the Department of Health and other regulatory bodies

- help to train and educate healthcare professionals
- report and investigate complaints
- report events to the appropriate authorities
- review your suitability for research study or clinical trials
- Contact your parents and guardians with regards to patient satisfaction surveys relating to the services you have used within our hospital so as to further improve our services for others.



Where possible, we will always look to anonymise your personal information, in order to keep it confidential. In situations where for legal reasons we are required to share your information, this will only be the minimum amount of information necessary.

Who do we share your information with and why?

We may need to share information with other NHS organisation such as NHS England, Public Health England, other hospitals, general practitioners (GPs), ambulance services, and there could be other non NHS organisation that provide care that we may need to share your information with, such as Social Services.

The Trust is required to protect your personal information and inform you or your parents or guardians of how your personal information will be used, to allow you to decide if and how your information can be shared.

Personal information you provide to the trust in confidence will only be used for the purposes explained to you and to which you or your parents or guardians have consented, unless there are exceptional circumstances. Where there is cause to do this, the Trust will always do its best to notify you of this sharing.

How we contact you

Email and SMS Communication

To cut down on the amount of paper we use the Trust has moved to Email and SMS text messaging as our preferred methods of communication with our Service Users to replace the use of paper letters for communication. This may include all communication regarding your care appointments, referrals, associated tests, results, questionnaires or surveys.

You should consider the following

- Does anyone else have access to your phone or email and if so, would you be happy for them to see any messages you may receive?
- The Trusts uses encrypted emails which means that no one can see or tamper with the data while it is being transferred across the network or internet and in addition communication with you in this format will be in a password protected document. Your own emails to us may not be encrypted.
- You are responsible for ensuring you provide the correct email address and mobile number. You must inform us immediately of any changes. This will ensure you don't miss any information, and it avoids information going astray should it be sent to the wrong email or phone number.

Please contact your service if you do not want to be contacted by either of these methods to register your alternative preference moving forward.

National Data Opt-Out

Cambridgeshire and Peterborough NHS Foundation Trust are compliant with the National Data Opt-Out Policy – meaning that we do not use your data where you have activated your right to opt-out.

The information collected about you when you use our services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is only used like this when allowed by law.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. If you are under 13 you may need the support of a parent or guardian to do this.

How do we keep your records ?

Your personal information is held in both paper and electronic forms for specified periods of time. There are codes that the Trust has to adhere to such as the Records Management NHS Code of Practice for Health and Social Care and National Archives requirements. This ensures that the information we hold about you is stored for the necessary amount of time following data retention schedules.

Codes of practice we have to follow are based on the requirements of the Data Protection Act 2018 which complies with the General Data Protection Regulation issued from the EU from 25th May 2018.

We have a duty to:

- Keep full and accurate records of the care we provide to you;
- Keep records about you confidential and secure;
- Provide information in a way that you can access.



What are your rights ?



Some services in the Trust provide the option to communicate with patients by email. Please be aware that the trust cannot guarantee the security of this information whilst sending it and by requesting this service you are accepting this risk.

If we need to use your personal information for any reasons beyond what we have put above, we will talk to you or your parents or guardians first. Under the Data Protection Act 2018 this gives certain rights. You have the right to:

- Be informed, your right to be informed is met by this privacy notice, and similar information when we communicate with you directly – at the point of contact.
- Request to see the personal information we hold about you, e.g. health records.
- Request that we put right information in your records that is wrong or add information that is missing , subject to certain safeguards

- Refuse/withdraw consent to the sharing of your health records with people not involved in giving you direct care, for example for research purposes
- Request your personal information to be copied to other providers of health and social care on certain occasions.
- Object to the processing of your information where the processing would be for a purpose beyond your care and treatment (e.g. as part of a local/regional data sharing initiative). You may be able to 'opt out' of the processing of your personal information for purposes other than your care and treatment
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it
- Request erasure of your personal information. You have the right to erasure in circumstances where your personal data is no longer necessary for the purpose which the Trust collected or processed it for

We will always try to keep your information confidential and only share information when absolutely necessary.

If you are under 13, you may need to ask your parents or guardians to ask for this information for you

Data Protection Impact assessments

When we process (collect, store, record, change, share) your information in a new way we must ensure that we are doing it lawfully and are protecting it. We do this by completing a Data Protection Impact Assessment if you would like to see any of these that we have completed below please contact our Data Protection Officer at cpftinformationgovernance@cpft.nhs.uk

- CPIP- Cerebral Palsy Integrated pathway collection and assessment of data for children with a diagnosis of cerebral palsy to detect early risk of hip displacement
- Silver Cloud- A Digital mental health platform providing online Cognitive Behavioural Therapy (iCBT)
- ChatHealth- NHS approved text messaging service for 11- 19 year olds
- BFP LumaNova- A digital therapeutic mental health platform for children
- Healios – A CBT-E interventions programme
- Secret Agent Society- Digital Mental health platform for children

Who do I contact with questions ?

If you have any questions or concerns from reading this, there are staff in the organisation that can provide support and assistance to answer any data protection queries.

The person responsible for making sure that we look after your information is our Data Protection Officer. You can contact them at informationgovernance@cpft.nhs.uk.

The organisation that oversees the laws that we have to follow is the Information Commissioner's Office (ICO). You can find out more about them at www.ico.org.uk.

You can also write to us or them:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire

SK9 5AF