For people who use our services

This document outlines important information for you that we have to tell you under data protection law.

You need to know what to expect from us, and what your rights are about your personal data. Please take time to read this information carefully.

Why do we keep personal or sensitive data?

We offer different services to children, young people, adults and families. We have to keep their information so that we can provide a service to them.

We keep and process your data because it is necessary to perform a contract with you. The contract, in this case, is providing you with a service. This is called a ‘lawful basis’ in the data protection regulations.

We do not need your consent to keep this information but we MUST tell you about why we have your data, what we do with it, and how long we keep it for—along with other things which are set out in this document.

Your data rights

You have various rights over your personal information that we keep. These right are:

♦ To see your personal information that we hold (see page 3)
♦ To request to have your personal information changed if it’s not accurate
♦ To request that your personal data is erased (deleted) - however this is only possible if we do not have a legitimate reason to keep it (for example to provide a service to you, or a particular legal obligation)
What information do we keep?

We ask for your personal data (name, contact details) and in the course of our work we will keep further information that you give us as a record of our work with you, if relevant to the support you are getting.

We may keep records of your special category data, which is more detailed and sensitive. This might include your ethnicity, your religion, your sexuality—you don’t have to provide us with all of this information as it won’t affect our ability to work with you, but this information might be used to adapt the service for you or to help us produce reports on the use of our service (called monitoring reports, and no one’s identity is given in them). Monitoring our services makes sure we are accessible to all groups. The important thing to remember is that this information will not be used to discriminate against you.

What do we do with your data?

We use the information you give us to provide you with a service, or for other closely related purposes (for example, we might use your personal details to contact you to find out if you are happy with our support and help).

We will keep records of our work with you. All information is held securely—electronic and paper records are kept in a secure way. When you access our service a team of staff are involved in making sure you get the right care. Some of these may access your records regularly in order to support you, like your counsellor. Other people, like administrative staff, will access your records only when required, such as to book your appointments and make sure any messages are passed to your worker.

Disclosure, or sharing, of personal information

When we work with you we may need to share your information with another agency or person, to help you achieve your goals. If this is the case, your worker will talk to you more about this, and can answer queries you may have on:

♦ Agreements we have with other organisations for sharing information
♦ Circumstances where we can pass on personal data without consent, for example to prevent or detect crime and to produce anonymized statistics
♦ Our instructions to staff on how to collect, use and delete personal data
How long do we keep your data?
As a healthcare service, we keep your data for a minimum of 20 years after your last appointment with us. We keep information for this long because sometimes people would like to see their records later on in their lives. You have the right to access your records, please see below for details on how to do so.
In our children and young people’s service, safeguarding records and reports on any serious incidents are kept for up to 35 years before being securely destroyed. This is because some of our children and young people ask for them later on in their lives.

If you contact us via social media or email
We may use Facebook, Twitter or other social media to give information to you, or to connect with you. We may also use email and text messages to communicate with you.
If you send us a private or direct message via social media or email, the message will be stored within your case records if it is important to our work with you. It will not be shared with any other organisations, unless you or someone else is at risk of harm.

Access to personal information
If you want to see the data that we hold on you, you will need to make a ‘subject access request’. You can do this by talking to your worker, calling us on 0300 002 0060, or emailing us at BICS.brighton-and-hove-wellbeing@nhs.net. We may need to contact you to verify your identity or clarify your request.
If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. However, if you require a copy of the information in a paper or electronic format, we can support this. This process can take up to one month, depending on how much information there is, or whether any information needs to be removed (this is when there is information about other people in your records who haven’t consented to their information being shared).

It is free of charge to make this request.
Making a complaint about how we keep or process your data

We try to meet the highest standards when collecting and using your personal information. For this reason, we take any complaints we receive about this very seriously. Please bring it to our attention if you think that our collection or use of your information is unfair, misleading or inappropriate.

You can raise a complaint by speaking to your worker, or by contacting us via telephone (0300 002 0060) or email (BICS.brighton-and-hove-wellbeing@nhs.net).

If we receive a complaint from you we will store and keep details of the complaint, including your details. We will only use this information to process the complaint and to check on the level of service we provide. We also compile and report on complaints we receive, but not in a way that identifies anyone.

We will keep personal information contained in complaint files for 6 years after closing the complaint. It will be retained in a secure environment and access to it will be restricted according to the ‘need to know’ principle. It will not be kept with your care records.

If you are unhappy with how we handle your complaint you can escalate this to the Information Commissioner’s Officer (ICO) about the way we have processed your personal information. The ICO is the statutory body which oversees data protection law: www.ico.org.uk/concerns

Data Controller

The ‘data controller’ is the organisation that holds your personal data. For this service, the data controller is: HERE (Care Unbound Ltd), 4th Floor, 177 Preston Road, Brighton, BN1 6AG

Your contacts around data protection at this organisation are:

Name: Emma-Louise Day
Role: Governance Coordinator
Email: BICS.brighton-and-hove-wellbeing@nhs.net

Name: Matthew Riley
Role: Data Protection Officer
Email: info@hereweare.org.uk