

Children’s Privacy Notice

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1	20.08.19	AC		New policy
2	24.05.21	AC		Policy review/update

How We Use, Share & Protect Information about You

This Privacy Notice explains what information we collect about you, how we store it, how long we keep it, who we share your information with and why. Because we manage your data we are registered with the Information Commissioners Office (ICO) to state what information we collect, use and store about individuals.



Our ICO number is Z5537019

Why do we keep information about you?

Information about what happens to a patients is noted down every time we use the health service. That’s been happening for ages, so that doctors, nurses and other NHS staff can you the best treatment and keep you safe. To do this they need to take notes down about you – this is for your *individual care*.

This information helps the NHS to find out if all its services are working well and whether different medicines and treatments are making people better or not. This known as research and planning.

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.

This means that by law it is ok for us to process your information once you have agreed or consented to treatment. This is because the information we store about your treatment is necessary for staff to know about your care and update our records so that other staff have access to that information to help with your care.

If you are under 13, we need permission (consent) from your parent or guardian for treatment; we don’t need to get further permission for processing the information.

I thought everything I said to the doctor was private?

No. The NHS knows that keeping the information you share with your doctor private is really important. That's why they'll be protecting your privacy very carefully.

The people who sue the information will have to be really careful with it, as there are laws that say how it can and can't be used. This includes laws which give people more control over their information.

What information do we keep?

- Your details – name, date of birth, NHS number
- Your address, telephone number, email address
- The contact details of your mum or dad, carer or a close friend or relative – Your 'Next of Kin'
- Details of any A&E visits, hospital stays or clinic appointments
- Results of any scans, X-rays or tests
- What is wrong with you and your treatment
- Information about allergies and health conditions
- Relevant information about people who are involved in your care
- Information sent to us from others involved in your care such as the optician, schools etc



What do we do with the information about you?

Your records are used to plan and give care to you to make sure that:

- The staff involved in your care have up to date information to talk to you and treat you in the best way
- Staff have information to be able to assess and give better quality of care to you
- Appropriate information is there if another member of staff or place, like a hospital, treats you

Also we might use the information to:

- Remind you (if you're over 13) or your parents about an appointment
- Review the care that we give you to make sure it's really good
- Get funding for your care
- Prepare statistics (numbers) for the Department of Health or other regulatory people
- Help teach other Drs and Nurses
- Make a report about a complaint
- Make reports to appropriate places
- See if you are right for research studies or tests

- Contact your parents/guardians about care you have had to help make it better for others



We will always try to make sure that you can't be identified by the information we share. If we need to share it we will only share the least amount of information possible.

Who do we share you information with and why?

A small number of people who are working to make healthcare better for patients, such as:

- NHS staff that plan and keep an eye on services
- Universities that are looking for new medicines or treatments
- Charities that are looking for new medicines or treatments
- Pharmaceuticals companies researching new treatments

Your information will not be given to marketing or insurance companies.

Information you give to us in confidence will only be used for the reasons explained to you and if you or your parents have said its ok, unless there are very special reasons. If we have to do this we will always try to tell you.

How do we keep you information secure and private?

Your information is kept on paper and on the computer for an agreed amount of time. We have to follow special rules which are in the Data Protection Act 2018 and the General Data Protection Regulation from 25th May 2018



We have to:

- Keep full and correct information about the care we give you
- Keep your records private and safe
- Give you any information you ask for in a way that is good for you

We can email things to you but we can't be sure that this is safe and private; if we do this you or your parents/carers must accept this risk.

What are your rights?

If we need to use your information for anything that we haven't mentioned we will talk to your parents about it to get their permission. With the Data Protection Act 2018 once you are 13 you can:

- Ask to see your health records. To do this ask at reception
- Ask for things to be put right in your records if you think they aren't right(subject to certain rules)
- Refuse permission to sharing your information/records with 3rd parties like people doing research
- Ask for your information to be given to other people on certain occasions

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

What do I need to do?

If you are happy for your health and are information to be used for planning you don't need to do anything.

If you don't want information about you used for planning, you can opt out. The decision you make will not affect your individual care and you can change your choice at any time.

You can opt out online or by calling the helpline. These can be used to change your mind at any time.

0300 303 5678

<https://www.nhs.uk/your-nhs-data-matters/>

I'm under 13 and someone else made the decision for me. Can I change it later?

Yes. You can change your mind at any time and as many times as you like.

What if I want to ask questions?

There are always people that can help you. Ask at reception or ask the practice manager. Her name is Lisa Harrison.

There are lots of laws about personal information:

- The Data Protection Act 2018
- The General Data Protection Regulation (GDPR) from 25th May 2018
- The Human Rights Act 1998
- Freedom of Information Act 2002

- Computer Misuse Act 1998
- Access to Health Records Act 1990
- The Human Rights Act 1998
- Common Law Duty of Confidentiality
- NHS Codes of Practice