

## Privacy Policy – Children, Young People and Families

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## **What happens to the information we have about you and your family?**

This privacy notice explains why Vallance Brunswick Group collects personal information about you and your family and how that information may be used.

When a child or young person is referred to Vallance Brunswick Group we begin to keep records electronically and in paper form. This is used to help us to deliver the best care possible. Sometimes we may need to share your information with others who are involved in care delivery, for example hospitals or another Doctor.

As the Data Controller, Vallance Brunswick Group has legal responsibilities regarding information we have about you.

Everyone working for Vallance Brunswick Group has a legal duty to maintain confidentiality.

## **Your rights under the Data Protection Act 2018**

Information is protected under the Data Protection Act 1998. We have a legal duty to keep your information confidential and to maintain the security of any systems or documents your data is held within.

You have a right to apply to see personal information held about you or your child, including your health records.

You have the right to ask for a record to be corrected, if you believe information is wrong. You have the right to ask Vallance Brunswick Group not to use your information if it is likely to cause distress. However, we are not always bound to act on your request if we are required to disclose information to fulfil a legal duty.

You have the right to seek compensation if you suffer because of the way information is used about you resulting from a breach of the Act.

## Lawful basis for processing:

Under Data Protection legislation we are required to provide a legal basis for processing personal data.

In general, this will be:

### For processing personal data:

- where it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us,
- where the processing is necessary for our legitimate interests or the legitimate interests of a third party unless there is a good reason to protect your personal data which overrides those legitimate interests
- the performance of a contract
- where the processing is necessary for compliance with our legal obligations

In some cases, for example marketing activities, we will seek explicit consent to use personal data. Where specific consent is sought we will provide a clear and specific statement of the type of processing we wish to conduct, putting the individual in charge of how we use their personal data.

### For processing special categories of (sensitive) personal data:

Where it is necessary for the purposes of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services, carried out by or under the supervision of a health professional or social work professional or by another person who in the circumstances owes a duty of confidentiality under an enactment or rule of law.

## How your information may also be used:

We may share information with other health and social care professionals involved in your care, this helps us ensure your care services are coordinated

and managed to best meet your needs. However, you have the right to ask that individual entries are marked as private so that only Vallance Brunswick Group staff can see it. You have the right to refuse to share information with other health care professionals, though this may affect the medical care that we and they are able to provide you.

## **Capturing images – CCTV**

### **Visiting our premises**

Our premises are monitored by CCTV so your image may be captured whenever you enter our site boundary and within our premises. We use CCTV for maintaining public safety, the protection and security of our property and our staff and for the detection, prevention and investigating of crime. It may also be used to monitor staff when carrying out work duties.

For these reasons, the information processed may include visual images, including personal appearance and behaviour of those displayed and recorded on the system.

Where the CCTV is located on our premises but near a public space, it may also record these images even if you have not directly visited our premises.

There are signs to show you when you are entering an area monitored by our CCTV. CCTV images are normally held for 30 days and then deleted unless we require to retain them for investigative or policing enquiries.

## **Legal requirements to share information**

There are rare occasions when we are required by law to report certain personal information to appropriate authorities, for example to meet some public health or Police requirements. Occasions when we must pass on information include:

- Where we encounter infectious diseases, which may endanger the safety of others, such as meningitis;
- Where a formal court order has been issued;
- To fulfil a legal duty to safeguard children or adults at risk;
- In emergencies when it is vital to share your details for your own or another's safety.

Confidential information can be disclosed without consent where the public interest in the disclosure is sufficiently strong. This is where the disclosure is likely to protect individuals or society from a risk of serious harm, for example where disclosure is essential to prevent a serious and imminent threat to the life of the individual or a third party, or to national security. Our Doctors and staff must be able and prepared to justify any decision to disclose information without the patient's consent.

## **Monitoring standards and service development**

Anonymous service activity information is required to provide evidence that the services that are available have been delivered.

Vallance Brunswick Group carries out clinical audits to compare current standards of care provided by Vallance Brunswick Group against accepted best practice. Audit results are published and/or presented in an anonymous format so that individuals cannot be identified.

Vallance Brunswick Group must occasionally provide anonymous data to regulatory bodies. External regulators such as the Care Quality Commission may request information to help inform the inspection of the quality of care

services. Consent will be sought before any identifiable information is shared with regulators.

## Research

Vallance Brunswick Group is actively involved in research. Research investigates new treatments and procedures so that child/family care and support are continually improved. Whilst auditors audit what has been done, researchers seek to identify new or different ways of doing things. You'll always be asked for your consent before participating in any research.

To help manage and plan services for children, young people and families, anonymised information is used to inform service development in Vallance Brunswick Group and externally, including local, regional and national service developments.

## Education

A continual programme of training and education is undertaken at Vallance Brunswick Group and sometimes children are discussed to aid learning. Anonymised case study information may be used to help in the education of other departmental teams and professionals involved in providing care and support. If we would like to use information which may lead to a person being identified, we will seek specific consent before information is used for this purpose.

Children and families sometimes get involved in helping to raise the awareness of Vallance Brunswick Group services. You will always be asked for your consent before your information is used for this purpose. We will also ask you to sign a consent form regarding photographs.

If you wish to withdraw your consent you can do so at any time.

If you would like to exercise any of these rights, please contact our Data Protection Officer at:

Name: Peter Tomlinson

By telephone on 0161 274 1598

By post to Vallance Brunswick Group, The Vallance Centre, Brunswick Street, Manchester, M13 9UJ

If you believe that the Vallance Brunswick Group has not complied with your data protection rights, you can complain to the Information Commissioner (see below).

## **Complaints or queries**

Vallance Brunswick Group tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive details of all aspects of Vallance Brunswick Group's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the contact details above.