

Leeds Mindmate SilverCloud Children and Young People Project

Northpoint Wellbeing is funded by the NHS to deliver therapeutic services involving the Silvercloud Health digital platform to children and young people, and their parents & carers, in Leeds.

Northpoint Wellbeing will collect, store, and use personal data about you and your family (“your data”) to provide you and/or your child with therapeutic services. This personal data will also be used to plan our services and to make sure those services are as good as they can be.

Northpoint Wellbeing, 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 number: Z5357295.

We take our duty to protect your 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 Data Protection Act 2018.

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

What information do we collect about you?

We collect data about you/your child’s health and the treatment and support you receive from Northpoint Wellbeing.

The data we collect may come from you and/or your child, and from the organisation that referred you. It may include:

- Basic personal details about you and/or your child, such as name, address, date of birth, next of kin, etc
- Contacts we have had with you or your child, such as appointments
- Relevant information from people who are involved in your child’s education and healthcare and who know you well, such as relatives and carers
- Notes and reports about you or your child’s health, treatment and support

How your personal information is used

Your data is used to direct, manage and deliver the support you or your child receive, to ensure that:

- The professionals involved in providing care have accurate and up-to-date information to assess health needs and decide on the most appropriate support
- The professionals delivering support have the information they need to be able to assess and improve the quality and type of support offered
- Appropriate information is available if your child sees another educational professional, or is referred to a specialist or a health service

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

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

Lawful basis

Our lawful basis for processing your 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).

Some of the data we process is special category data. Here the processing is necessary 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 (GDPR Article 9(2) h).

Storing your personal data

We store your data on a secure electronic patient record system (IAPTus). When you use the Silvercloud platform, your data will also be stored electronically by Silvercloud.

Who do we share personal information with?

We will share some aspects of the data we collect, subject to strict agreement about how it will be used, with health and education services as part of your care pathway.

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 at Northpoint Wellbeing, Leeds Bridge House, Hunslet Road, Leeds, LS10 1JN, or on 0113 245 0303.

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. For counselling records for children, this is their 25th birthday or 26th if 17 at the conclusion of treatment, or 8 years after death. For adult clients, the records will be kept for 20 years or 8 years after death.

Your Rights

We will ensure your rights are respected.

You have:

- The Right to be Informed – we tell you what we do with your 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 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 data to provide your child with support and this is needed to provide safe care.
- The Right to Restrict Processing – we will temporarily restrict processing your 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 – under the Data Protection legislation children have a right of access to their own information. This is known as the right of subject access. When a child cannot act for themselves or the child gives permission, parents will be able to access this information on their behalf. If you or your child would like to request a copy of your child's health record, please contact the Head of Service.
helen.mcglinchey@northpoint.org.uk

Complaints

You can also complain to the ICO (Information Commissioner's Office) if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>