

South West London Child Health Information Service

Privacy Notice

Your Healthcare CIC were commissioned by NHS England in Apr 2017 to provide the South West London Child Health Information Service (SWL CHIS) which supports the monitoring of the care delivered to Children or Young People (CYP) in South West London.

Please read this Privacy Notice carefully as it sets out the basis on which any personal data we process will be handled.

1. What personal data does SWL CHIS collect about CYP and where from?

New birth records, demographic details, school information, child protection plans and Looked after child flags, newborn screening, physical examination and vaccination data are collated to support Health Care professional in care delivery and to ensure complete summary of health records of CYP is available.

In support of this SWL CHIS, maintains a record of all CYP in South West London from birth up to the age of 19 and receives data from GP Practices, maternity departments, pathology labs, 0 – 19 child health providers, screening laboratories, school age vaccination providers, school nurses, local authorities and other CHIS providers.

2. How long do we keep CYP's personal data for?

All information is retained and disposed of in accordance with the NHS Code of Practice for Records Management. SCW CHIS - will keep CYP's information for the length of the contract we have with NHS England to supply the CHIS service.

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3. Who do we share your personal data with?

will keep information about all CYP to ensure we deliver a safe and quality service. In support of 0 – 19 child and family services relevant data is shared with professionals involved in delivering services to children:

- GP Practices
- New-born (Neonatal) Hearing Screening Units
- New-born Blood Spot screening laboratories
- Independent Midwives
- Safeguarding Teams
- Local Education Authorities
- School Immunisation Providers

- Health Visitor Providers
- Maternity Departments
- Other CHISs located outside the region (supporting children as they move around)

CHIS also facilitate the access by parents/young adults to their child health records via the electronic Personal Child Health Record (ePCHR). Across London the ePCHR is being provided by Sitekit Applications Ltd, their product is called eRedbook <https://www.eredbook.org.uk/>.

4. What other organisations have access to your data?

Your Healthcare CIC currently contracts Synertec Ltd to securely print and despatch letters to parents of newborn children whose blood spot screening results are normal, using Royal Mail Business Class. The information is only retained by Synertec for a short period to allow printing and dispatch, and a period of 90 days after dispatch to allow for monitoring of service performance. The personal data is securely deleted after this period.

All SWL CHIS information is securely held on the CarePlus IT System provided by System C Healthcare Ltd. Only authorised CHIS staff, System C staff, local authority and healthcare professionals have access to relevant information in CarePlus. Regular audits of access are undertaken.

5. What legal basis do we have for using your information?

NHS England is the controller for most of SWL CHIS processing of personal data and is registered as required by data protection legislation. SWL CHIS acts as a data processor and are registered with the Information Commissioners Office as required by data protection legislation.

A Healthcare data

The Secretary of State for Health and Social Care delegates several public health functions to NHS England. The public health functions agreement 2019/2020 enables NHS England to commission certain public health services which will drive improvements in population health, including CHIS. Therefore, SWL CHIS is commissioned by NHS England to discharge part of their public health duties.

Legal Basis for processing data under GDPR: Public Task

Your rights regarding this data:

- ✓ Be informed
- ✓ Get Access to it
- ✓ Rectify or change it
- X Erase or remove it
- ✓ Restrict or stop processing it
- X Move, copy or transfer it

- ✓ Object to it being processed or used
- ✓ Know if a decision was made by a computer rather than a person

B Local Authority data

SWL CHIS may provide local authorities information necessary to support their legal obligations. Under S 436A Education Act 1996 each local authority has a legal obligation to:

- Be aware of children residing in its area
- Investigate cases of children missing from education and ensure children not receiving statutory provision are receiving an adequate education
- Planning and development of services for children and young people
- Local authorities will provide data to SWL CHIS for the planning of appropriate services enabling the health and wellbeing of children and families, for example school immunisation programme.

Legal Basis for processing data under GDPR: Public Task

Your rights regarding this data:

- ✓ Be informed
- ✓ Get Access to it
- ✓ Rectify or change it
- X Erase or remove it
- ✓ Restrict or stop processing it
- X Move, copy or transfer it
- ✓ Object to it being processed or used
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C Safeguarding of Children and Adults at Risk

SWL CHIS has a statutory responsibility under the Children Act 2004, Care Act 2014 and safeguarding provision within the Data Protection Act 2018 (Schedule 1, Part 2, Subsections 18 and 19) to ensure the safety of all children, and the safety of adults at risk of physical, mental or emotional harm.

Legal Basis for processing data under GDPR: Public Task

Your rights regarding this data:

- ✓ Be informed
- ✓ Get Access to it
- ✓ Rectify or change it
- X Erase or remove it
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- X Move, copy or transfer it
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D Complaints

All complaints are managed by the Your Healthcare CIC Service Effectiveness Team. Contact details can be found on the following link: <http://www.yourhealthcare.org/en-gb/contact-us/customer-care-complaints/>

Legal Basis for processing data under GDPR: Consent

6. How will we communicate with you?

SWL CHIS communicate with parents of children in South West London via letter regarding newborn baby bloodspot normal results.

7. How do we protect CYP's information?

We aim to ensure all personal data is held and processed in a secure way and we only let healthcare professionals who have a legitimate interest in your care access to your data. Examples of our security include:

- Encryption – meaning that the information is hidden so that it cannot be read without special knowledge (such as a password)
- Controlling access to systems and networks, this allows us to stop people who are not allowed to see the data from accessing it
- Controlling access for different user roles, so only certain data required for a specific role is accessible
- Training our staff to ensure they know how to responsibly and securely handle data including how and when to report if something goes wrong
- Regular testing of our technology including keeping up-to-date on the latest security updates
- We do not transfer personal data out of the United Kingdom without your consent
- We do not process any personal data outside of the United Kingdom
- All third-party contracts are regularly reviewed and updated in line with new regulations

8. What rights do you have when it comes to you or your CYP's personal data?

We collect information from health and care organisations providing your care and would advise contacting your GP directly for a more complete record of your care or treatment.

Where information from which you can be identified is held by SWL CHIS, you have the right to view or request copies of this information free of charge.

If you/your child would like a copy of the information (including vaccination history) that SWL CHIS holds about you or your child please contact us at the address below.

9. How you can contact us

If you have any queries or concerns about how we handle CYP's personal data, please contact:

Head of Child Health and Information
SWL CHIS Hub
Your Healthcare CIC
Hollyfield House
22 Hollyfield Road
Surbiton
KT5 9AL
Email: swl.chis@nhs.net
Telephone: 020 8339 8012

10. Independent Advice and Complaints

As part of the Data Protection legislation, it is necessary for SWL CHIS to have a Data Protection Officer (DPO). SWL is a hosted organisation, and we fulfil our requirement for a DPO through NHS England's DPO, their Head of Information Governance. You can contact them at england.dpo@nhs.net

For independent advice about data protection, privacy and data sharing issues, the Information Commissioners Officer (ICO) are always happy to help:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Website: www.ico.org.uk
Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)