

# Privacy Notice

## Family Assist App

### **Family Assist**

Family Assist is a portal which provides registered users with public health messages to support parents and families from pre-birth to 19 years (25 years for those with special educational needs and disabilities (SEND)) on topics such as smoking, breastfeeding, healthy lifestyles, perinatal mental health, parenting and readiness for school.

### **Type of personal information being processed**

Demographics are recorded by the account user as part of the 'sign up' procedure. These include: Name, Address, NHS No (if known), DOB, Tel, Email. EDD or DOB of Child/Children if wishing emails to be sent according to gestation of pregnancy or age of child. There is also an option for users to register for health specific advice so are able to share info on health specific conditions.

### **How we obtain the personal information and why we have it**

Users are in control of all information that is shared. They are able to form an account with basic demographics as above and can request to be removed from the Portal at any point. This will stop the mailing process and further interaction with the portal.

### **Legal basis**

Processing of your personal data is necessary for the specific purpose of providing you with the services of Family Assist. We use this data to inform which information, guidance and services are available to you.

Processing of your special category data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Controller. This task is necessary for the provision of health or social care or management of health or social care systems and services on the basis of law or a contract with a health professional. This legal basis is known as Public Task.

### **How we store your personal information**

Family Assist only collects personal information of its users via secure systems. Health related data is shared over secure networks in accordance with national policy.

We have put in place security measures to prevent your personal data from being lost, used or accessed in an unauthorised way, altered or disclosed inappropriately.

We also limit access to your personal data to those employees, agents, contractors and other third-parties who have a need to know in order for our service to be provided. They will only process your personal data on our instructions and are subject to a duty of confidentiality.

We have procedures to deal with any suspected breach of the rules about personal data and will notify you and the Regulator of a breach where we are required to do so.

### **Who has access to your information / who do we share it with?**

Information is shared only with expressed permission in order to provide a service being requested or where there is a safeguarding concern. Otherwise the information contained within Family Assist will only be viewed by appropriate staff within 0-19 Solent services.

If a child or other person is considered to be at risk of significant harm, people working with you will have a duty of care to share the information with the relevant services without consent.

Family Assist will never share data with third-parties for marketing purposes.

### **Retention Periods**

Personal data will not be retained for longer than necessary in relation to the purposes for which they were collected. In accordance with the Department of Health guidance on managing health records for NHS organisations in England which covers many kinds of health records and gives details of the minimum retention period, data will be held by Family Assist until the child's 25<sup>th</sup> birthday.

### **Further Information**

Please refer to the Terms and Conditions, Accessibility Statement and Cookie Policy, included within the Family Assist App.

Further information on the use of your data and your rights: <https://www.solent.nhs.uk/about-us/trust-information/your-information-your-rights/>