

# Privacy Notice

## AMH Harbour Crisis Service

### 1. Type of personal information being processed

Solent NHS Trust and Solent Mind have joined together to provide Harbour crisis response service, for Adult Mental Health patients. The purpose of The Harbour is provide a remote helpline service for people to self-identify and define their crisis and access support on their own terms. The Harbour will provide a complimentary offer alongside the NHS Crisis Services which does not require the individual to meet nationally recognised secondary care criteria. The service provision covers Portsmouth, Fareham, Gosport, Havant and East Hampshire area and therefore will assess patients whose mainstream Mental Health Provider maybe either Solent NHS Trust or Southern Health NHS Foundation Trust. If you have opted into using this service, Solent NHS Trust will hold the following information relating to yourself;

- Demographic details, including but not limited to; Name, address, DOB, telephone number, other contact details and Next of Kin
- Information relating to the support and services provided, during your contact with the service, including but not limited to; medical records, assessments, appointments, advice and signposting
- Medical History – If you have been or are being seen by another Mental Health Provider. This will allow us to ensure that the care and advice we provide, is based on the most-up-to date care plans and assessments and that we don't duplicate advice or requests for information, nor do we constrict care plans.

### 2. How we obtain your personal information and why we have it?

The information we hold about you will come from a number of routes, as outlined below, but again not limited to;

- Medical History: If you have been or are being seen by another Mental Health Provider, we will advise you that we will be obtaining this information from your previous / current Mental Health Provider. This will allow us to ensure that the care and advice we provide, is based on the most-up-to care plans and assessments and that we don't duplicate on advice or requests for information, nor do we constrict care plans.
- Yourself: Information provided to any of the support avenues, offered as part of this service, by yourself, will be documented within our records.

### 3. Legal basis for processing and sharing your data

Under the General Data Protection Regulations (GDPR) 2016, please be advised that our legal basis for processing and sharing your information, relating to this service provision, is not consent, but as outlined below.

- Article 6 (1)(c) – processing is necessary for compliance with a legal obligation to which the controller is subject
- Article 6 (1) (e) – processing 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
- Article 9 (2)(h) – processing is necessary for the provision of health or social care or treatment or the management of health and social care systems and services
  - For the purposes of Article 9, (2) (h) of the GDPR (processing for health or social care purposes etc), the circumstances in which the processing of personal data is carried out subject to the conditions and safeguards referred to in Article 9, (3) of the GDPR (obligation of secrecy) include circumstances in which it is carried out
    - a) by or under the responsibility of a health professional or a social work professional, or
    - b) by another person who in the circumstances owes a duty of confidentiality under an enactment or rule of law.

IF YOU HAVE ANY QUERIES, PLEASE CONTACT

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#### 4. How we store your personal information

SystemOne: Your record of service provision and support, will be recorded on Solent NHS Trust's Electronic Patient Records System, known as SystemOne.

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

Solent NHS Trust have contracted Solent Mind, a voluntary sector organisation to provide the provision of this service. Solent Mind's contract states that they are a representative of Solent NHS Trust and therefore will be bound by all of Solent NHS Trust's policies, procedures, terms & conditions, and legal requirements.

We will share limited information with the following services, who are outside of The Harbour Service;

- Current Mental Health Providers – a summary of the support given, will be shared with your current Mental Health Provider (where applicable), and be added to their medical records
- Onward Referrals – if you are referred onto another service, a referral form will be completed and key information, relevant to the referral and your ongoing care and support will be shared with them. You will be informed of any referrals.

#### 6. Further Information

For more information on how Solent NHS Trust processes your data, including your rights under Data Protection Legislation, can be found <https://www.solent.nhs.uk/about-us/trust-information/your-information-your-rights/>

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Information Governance Team

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Tel: 0300 123 3919