

# CHILD FRIENDLY PRIVACY NOTICE



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# 1. WHO ARE WE?



Solent NHS Trust is a community NHS Trust and the main provider of community services to people living in Portsmouth, Southampton and parts of Hampshire and Isle of Wight (IoW). We are also the main provider of mental health services for children living in Portsmouth and Southampton area.

Solent NHS Trust provide services throughout a 100 clinical sites spread across the Portsmouth, Southampton, parts of Hampshire and Isle of Wight (IoW).

We work with families to help children have the best start in life and provide community support when children are unwell and need extra help

By working with GPs and social services, we bring services together to help people manage their condition better, to stop it getting worse and to help keep people at home.

We also promote health and well being. Our screening and health promotion services support people to lead a healthy lifestyle.

As part of the NHS family, we work closely with other Trusts to make sure that service users get the best possible care.

## 2. WHAT INFORMATION DO WE COLLECT FROM YOU?

- We aim to give you the best possible care. To do this we must keep records about you and the care and services we offer you and the care you receive from Solent NHS Trust .
- Examples of information we keep:
  - Basic details such as name, address, date of birth, phone number, and email address - where you have provided it to enable us to communicate with you by email
  - Contact Solent NHS Trust has had with the patient such as appointments or clinic
  - Next of Kin
  - Notes and reports about health, treatment and care
  - Relevant information from carer's, health professionals and relatives
  - We need to collect details of your ethnicity groups because different ethnicity groups and cultural backgrounds show a different pattern of disease and have different health needs.



### 3. WHY DO WE COLLECT THIS INFORMATION ABOUT YOU ?

Your information will help and guide Solent NHS Trust to record the care and any treatment you will receive from Solent NHS Trust

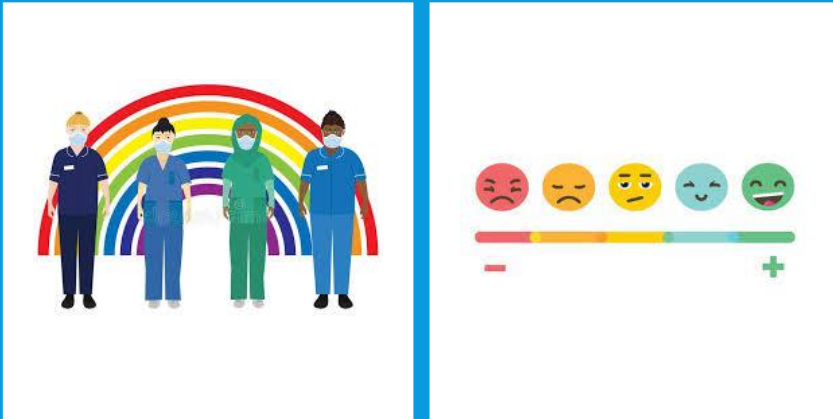
- Do we have all the information for your assessment to make the correct decisions with you and your care
- Do we have the correct contact details for you and the correct information, to ensure that Solent NHS Trust has the correct information,
- Can assess the quality of care we give you
- Can properly investigate if you and your family have a concern or a complaint about your healthcare

Professionals involved in your care will also have accurate and up-to-date information and this accurate information about you is also available if you:

- Move to another area
- Need to use another service
- See a different healthcare professional



## 4. WHO MIGHT WE SHARE YOUR INFORMATION WITH ?



The information from your patient record will only be used for purposes that will benefit your care.

Care and Health Information Exchange (CHIE), is a local health and social care record which brings together information from all Health and Care organisations' i.e., GP practices, community providers, acute hospitals and social care providers.

From your patient record we share your name, address, contacts i.e. your next of kin, diagnosis, allergies, and alerts as well as information about your appointments, care plans, Immunisations and referrals, with CHIE. If you do not want your information shared with CHIE, please discuss this with your healthcare professional.



Patient feedback is shared via NHS Patient Survey Programme (NPSP) this will help Solent NHS Trust improve and development any service we provide, we may provide your contact detail with any provide to Solent for this purpose.

NHS Digital works with and for NHS England to ensure the care Solent NHS Trust provide by publicly funded services is the correct way in funding care. we share information from your patient records such as referrals, assessments, diagnoses, activities (e.g., taking a blood pressure test) and in some cases, your answers to questionnaires on a regular basis.

You have the right to object to us sharing your information to NHS Digital – this will not affect your care in any way. For information about how you can Opt-Out of sharing your data with NHS Digital please click on [this link](#)

## 5. IMPROVING HEALTH, CARE AND SERVICES THROUGH PLANNING AND RESEARCH



- Help Solent NHS Trust monitor, gauge and develop the services we provide, it is necessary to review and share minimal information, with other NHS Trust / Organisation. The information we share would be anonymous.
- From time to time we ask you complete an audit form to ensure that the information we have is correct.
- Information from your records helps staff to improve their work and ensures that we are providing good and best practice care. Your personal details are released.
- Solent NHS Trust actively promotes research with a view to improving future care, this helps improve how physical and mental health can be treated and prevented.
- If we use your patient information for research, we remove your name and all other personal data which would identify you.
- We may contact you to participate in clinical research. No information will be shared with the researchers until you have given your consent.

## 6. HOW DO WE KEEP YOUR INFORMATION SAFE?

- We are committed to keeping your information secure and have operational policies and procedures in place to protect your information whether it is in a hardcopy or electronic format.
- This Trust is registered to the Information Commissioner's Office; registration number Z2659626
- All the Information Systems used by our Trust are robust information security to protect the confidentiality, of your personal information.
- The security controls adopted by Solent NHS Trust Include the 10 National Data Guardian Standards and guidelines produced by NHS Digital and other Government standards.
- We have very strict rules about who can and cannot use our computers. We also put restrictions in place as to which records staff can access.
- Our computers and networks are protected against hackers and unauthorised access.
- Any information about you that is sent electronically to another healthcare provider or service is sent securely (encrypted).
- Every time someone accesses your information an audit trail is created.
- All employees and our partner organisations' are legally bound to respect your confidentiality, all staff must comply with our security operating procedures. Any breach of these is treated seriously, and could result in disciplinary action, including dismissal.
- If any of your personal information is to be processed overseas (i.e., outside the EU) a full risk assessment would be undertaken to ensure the security of the information



# 7. HOW LONG DO WE KEEP YOUR INFORMATION?

- All records held by the NHS are subject to the Records Management Code of Practice for Health and Social Care Act 2016 (the Code).
- The Code sets out best practice guidance on how long we should keep your patient information before we are able to review and securely dispose of it.
- A copy of the Records Management Code of Practice for Health's Record Retentions can be found [here](#).





## 8. HOW CAN I ACCESS THE INFORMATION YOU HOLD ABOUT ME?

You have a right to see the information we hold about you, both on paper or electronic, except for information that:

Has been provided about you by someone else if they haven't given permission for you to see it

Relates to criminal offences

Is being used to detect or prevent crime

Could cause physical or mental harm to you or someone else



You can request a copy of your records by writing or email to the Information Governance Team and we will advise you of what proof of identity is required before we can disclose your records to you. You can find out more about accessing your information by visiting our ["Your Information, Your Rights"](#) page.

# 9. COMPLAINTS AND PATIENT EXPERIENCE TEAM

If you wish to make a complaint about how your data has been handled, please contact our complaints team on:

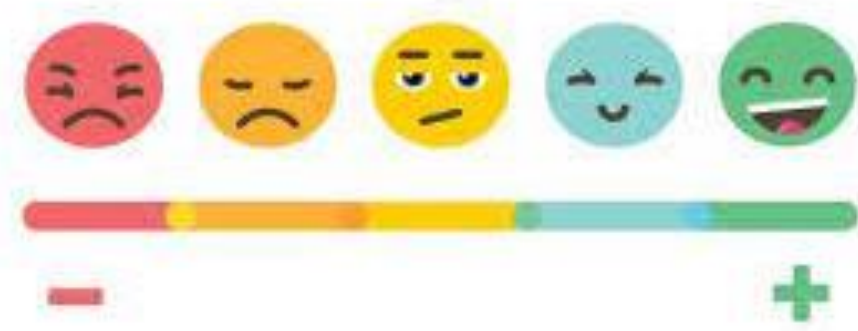
Patient Advice and Liaison Service  
Solent NHS Trust, Trust Headquarters, Highpoint Venue, Bursledon Road  
Southampton, Hampshire  
SO19 8BR

Telephone: 0800 013 2319

Email: [snhs.solentfeedback@nhs.net](mailto:snhs.solentfeedback@nhs.net)

To get further advice or report a concern directly to the UK's independent authority you can do this by making contacting with:

Information Commissioner's Office  
Wycliffe House, Water Lane, Wilmslow  
Cheshire,  
SK9 5AF  
Telephone: [0303 123 1113](tel:03031231113)



# 10. OTHER USEFUL CONTACT NUMBERS

## Requests for Information

Information Governance Team  
[InformationGovernanceTeam@Solent.nhs.uk](mailto:InformationGovernanceTeam@Solent.nhs.uk)

Telephone: 0300 123 3919

## The Data Controller

Solent NHS Trust Headquarters  
Highpoint Venue  
Bursledon Road  
Southampton  
SO19 8BR

## Caldicott Guardian

Dr Daniel Bayliss  
Chief Medical Officer  
[CaldicottGuardian@solent.nhs.uk](mailto:CaldicottGuardian@solent.nhs.uk)

## Senior Information Risk Owner (SIRO)

Mrs Rachel Cheal  
Chief of Staff and Corporate Affairs  
[rachel.cheal@solent.nhs.uk](mailto:rachel.cheal@solent.nhs.uk)

## Data Protection Officer

Mrs Sadie Bell  
Data Protection Officer and Head of Information Governance & Security  
[Sadie.Bell@solent.nhs.uk](mailto:Sadie.Bell@solent.nhs.uk)

Telephone: 0300 123 3390