



PRIVACY NOTICE

For parents/carers
of children using
Wellbeing services

For parents/carers of children who use our services

This document outlines important information for you that we must tell you by law.

You need to know what your child can expect from us, and what their rights are about their personal data. Your child will be given a simple version of this notice.

Why are we keeping personal data?

We keep and process your child's data because ***it is necessary to perform a contract with them***. The contract in this case, has been to provide them with a service, in this case it is therapy. This is called a 'lawful basis'.

We do not need their or your consent to keep this information but we MUST tell you about why we have their data, what we do with it, and how long we keep it for – along with other things which are set out in this document.

Your child's data rights

Your child and you as their parent or carer have various rights over the personal information that we keep relating to you and your child. These rights are:

- ▶ to see personal information that relates to you
- ▶ to request to have that information changed if it's not right
- ▶ to request that their personal data is erased (deleted) - however this is only possible if we do not have a legitimate reason to keep it



Here for young people
Here for communities
Here for you

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE

Registered Office: Reed House, 47 Church Road, Hove, BN3 2BE

Registered Charity No. 1079570 | Housing Association No. 4644 | Registered Company No. 03853734

What information will you keep about my child?

Personal data e.g. name, contact details and in the course of our work we may keep further information that they or you give us as a record of our work with you.

Special category data, e.g. ethnicity, religion, sexuality - they don't have to provide us with all of this information as it won't affect our ability to work with them but this information might be used to adapt the service for them, or to help us produce reports on the use of our service.

What do you do with their information?

We use the information they give us to provide them with counselling, or for other closely related purposes.

We will keep records of our work with them. All information is held very securely and access is restricted only to those who need to know. Both electronic and paper records have restricted access (that means only certain people are allowed to have access to them – their practitioner, and their manager or supervisor).

The Children & Young People's Wellbeing Service values the views and input of children, young people, parents and carers. You may be asked to fill out a short survey or be invited to give feedback face to face, or over the phone if you would prefer. You may also be offered the opportunity to participate in research. If you or your child does not wish to participate in follow up contact, please email the Wellbeing Service at BrightonWellbeing@spft.nhs.uk

Will you tell other people what my child has told you?

We take care to keep client records confidential but occasionally we may need to share their information with another agency or person, to help your child achieve their goals. Their practitioner will talk to them about this and they can give you a copy of our Information Sharing leaflet.

How long do we keep their data?

We will keep their data for a minimum of 20 years after their last appointment with us. Safeguarding records and reports on any serious incidents are kept longer, for up to 35 years before being securely destroyed.

Records are kept for these long periods because some children and young people ask for them later in their lives.

Can I see the information you have about my child?

YMCA DLG is not the data controller for this service. even though we process the information. If you want to request to see your child's information you will need to contact the Data Controller which is Sussex Partnership NHS Foundation Trust (SPFT)

Information Governance Team

0300 304 2025

information.governance@sussexpartnership.nhs.uk

Making a complaint about how we keep or process your child's data

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. Please bring it to our attention if you think that our collection or use of your child's information is unfair, misleading or inappropriate.

You can find out how to make a complaint from our website: www.ymcadlg.org/complaints alternatively ask your child's worker for a complaints leaflet.

Our complaints email is complaints@ymcadlg.org

If we receive a complaint from you we will store and keep details of the complaint, including your details. We will only use this information to process the complaint and to check on the level of service we provide. As we work in partnership with the NHS to provide a service to you we may need to share the details of your complaint in order to work with them to resolve your complaint.

We will keep personal information contained in complaint files for 6 years after closing the complaint. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

However, if you are unhappy with how we handle your complaint about the handling of your or your child's data you can complain to the ICO about the way we have processed your personal information, the ICO is the statutory body which oversees data protection law - www.ico.org.uk/concerns.

You may also want to receive support to make a complaint about your child's NHS treatment if you do, contact the Patient Advice and Liaison Service (PALS): [Patient Advice and Liason Service \(PALS\) | Sussex Partnership NHS Foundation Trust](#)

This privacy notice was last updated 1 December 2022