



PRIVACY NOTICE

Service:

Brighton & Hove
Wellbeing Services

For people who use our services

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

You need to know what to expect from us, and what your rights are about your personal data. Please ask your counsellor if there is anything you are unsure about.

Why do you keep my personal or sensitive data?

We keep and process your data because ***it is necessary to perform a contract with you***. The contract in this case, is providing you with counselling. This is called a 'lawful basis'.

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

What rights do I have?

You have various rights over your personal information that we keep. These rights are:

- ▶ to see your personal information that we hold (see page 3)
- ▶ to request to have your personal information changed if it's not accurate
- ▶ to request that your personal data is erased (deleted) - however this is only possible if we do not have a legitimate reason to keep it (for example to provide a service to you, or a legal obligation)

What information will you keep about me?

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

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

What do you do with my information?

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

We will keep records of our work with you. 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 e.g. your counsellor, 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 would prefer not to participate in follow up contact like this please email the Wellbeing Service at BrightonWellbeing@spft.nhs.uk

Will you tell other people what I have told you?

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

How long will you keep my data?

For this service, we keep your data for a minimum of 20 years after your last appointment with us. Safeguarding records and reports on any serious incidents are kept 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 on in their lives.

Can I see the information you have about me?

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

How do I make a complaint about your handling of my 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 information is unfair, misleading or inappropriate.

You can find out how to make a complaint from our website:

www.ymcadlg.org/complaints 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 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 Liaison Service \(PALS\) | Sussex Partnership NHS Foundation Trust](#)