

When we recommend that your child / young person accesses a health or social care service in addition to the health visiting or school nursing, we will discuss this with you and seek your agreement for these services

Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- Where we encounter infectious diseases which may be a public health concern
- Where a formal court order has been issued.
- Birth

Information will be processed within the EEA and will not be shared with overseas recipients

Can I see my records?

The General Data Protection Regulations (2018) allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject accesses and applies to your Health Visiting and School Nursing records

If you wish to see a copy of your records you should contact the Data Protection officer. You are entitled to receive a copy of your records free of charge, within a month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

The General Data Protection Regulations (2018) allows you other rights; for example if there is an error in your records you have the right to make sure it is rectified or erased.

You have the right to be told if we have made a mistake whilst processing your data and we will self report breaches to the Commissioner.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us by contacting:

Data Protection Officer
Redcar & Cleveland Borough Council,
01642 774 774
InformationSecurity@redcar-cleveland.gov.uk

You can also complain to the Information Commissioner: <https://ico.org.uk/>

This is Your Personal Data

Health Visiting and School Nursing Service



How we handle your information

Information for the public



Everyone working for the Health Visitor and School Nurse service has a legal duty to keep and process information about you in accordance with the law.

This leaflet explains why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We use information about children, young people and parent / carers to enable us to carry out specific functions for which we are responsible and to provide you with a service.

We keep records about children and young people and parent / carers. These may be written down (manual records), or kept on a computer (electronic records called SystemOne).

Electronic records are shared with your GP and other health services who use SystemOne this will be discussed with you when you first have contact with the service

These records may include:

- Basic details about you, for example, name, address, date of birth,
- Unique identifiers (such as your National Insurance / NHS number),
- Contact we have had with you, for example, appointments & letters of correspondence,
- Notes and reports about your relevant circumstances including your health
- Details and records about the service you have received,
- Relevant information from other people that we have been in contact with in relation to the service that you have received
For example, other health services including Midwife, Paediatrician, Speech and Language service Physiotherapist, Early Help and Social Care Services

What is the information used for?

Your records are used to help ensure that we provide you with the service that you need.

It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the help, advice or support you need.

If you do not provide us with this information then we will not be able to provide you with Health Visitor and School Nurse Services

In order to provide you with this service, within the General Data Protection Regulations, we rely on the legal basis of compliance with a legal obligation and the provision of health or social care.

How long is information held for?

In line with NHS Records Management retention guidelines, your details will be kept for a minimum of 25 years

Processing of your information is kept to a minimum and will only be processed in accordance with the law.

When other agencies are involved in your care, we may need to share information about you to enable us to work together for your benefit.

Information will only be shared with third parties if they have genuine and lawful need for it.

Partner organisations

To ensure that you receive the information, help and support that you require, we may share your information with others

These could include:

- Early Help and Safeguarding services where additional support is considered to be required
- Nurseries to ensure joined up review of your child's health and development at 2 ½ years of age
- Other NHS organisations/teams who are involved in your care
- NHS Digital