CYP-AccEPT Service Privacy Policy

The purpose of this notice is to let you know how we handle your personal information, and your rights with regard to it.

The University of Exeter is the data controller with respect to the CYP-AccEPT Service and is committed to protecting your personal data and working in accordance with all relevant data protection legislation.

How we use your personal information

The health care professionals who provide you with care, maintain records about your health. These records help to provide you with the best possible healthcare. Records which the CYP-AccEPT Service holds about you may include the following information:

* Details about you, such as your address, contact details, gender and ethnicity.
* Any contact the Service has had with you, such as appointments and letters sent and received.
* Notes and reports about your health.
* Details about your treatment and care.
* Relevant information from other health professionals, relatives or those who care for you.

We collect information from you in order to allow us to provide effective and safe care to you. We also use this data to evaluate the care we are providing directly to you to make sure it is of a high standard and to compare it against national standards, and findings from research evaluations of similar therapies. The utmost care is taken to ensure no individually identifiable information is disclosed.

If you choose to, you may personally opt to take part in research studies that run through the Service, or consent for your data to be used in research studies. Where this is the case, these studies will have been approved by the National Research Ethics Service, during which the processes for protection of your data and your privacy are scrutinised.

When and how we share your data

We will communicate with other NHS professionals involved in your care as necessary to ensure you receive appropriate support. As a minimum this is to let your GP know that you have started seeing one of our clinicians, and then to let them know that you have been discharged from the service. It is our normal practice to involve you / copy you into these communications.

Personal information conveyed to us will not be disclosed to non-NHS external organisations or members of the public (for example, your family members) without your explicit consent. The exception to this is if we believe that you or someone else in relation to you, is at serious risk. In this instance we may have to share this information with others.

For example: Our service is aimed to be accessible for all children, young people and their families to seek support. If you are aged 12 and over, you can access our service without the explicit knowledge and consent of your parents. However, if you are aged between 12 -16 and we are concerned about a serious risk of harm to yourself or others, we will share this information with both your parents, and your GP or other relevant social agencies, so that we can create safety plans and provide you with the best possible support. For young people over the age of 16, we would share the same information with your GP and other social agencies, and with your parents with your explicit consent, except in cases where risk of harm to others necessitates their involvement.

If you have given consent to be invited to take part in research projects, your name and contact details may be given to researchers working with our Service. This will be done only when we believe that a particular study might be an appropriate match for you. All research projects will have been approved by the National Research Ethics Service, during which the processes for protection of your data and your privacy are scrutinised.

If you have given consent for Video-recordings of your therapy sessions to be used for training or research purposes by trainers who are part of our team, we will carefully select the training and research that these would be used for. None of those listening to your recordings will be told any additional identifying information about you. When using video-recordings for training of clinicians who are not members of the CYP-AccEPT service, identifying information will be removed from any sections of recording played wherever possible.

How we protect your data

The information you give us is stored electronically within a Data Management System especially designed for health services, with significant security measures. It is only accessible by your practitioner and their supervisor or clinical lead. Where you have consented for Video-taping, these videos are stored securely within the University of Exeter’s data systems, and only accessed by those given permission through their login. These video’s will only be viewed by the training team for assessment purposes, and your practitioner’s supervisor or clinical lead, for development purposes. If you have agreed for your video-tape to be used for training purposes, only excerpts of the tape will be utilised, and no identifying information will be shared, wherever possible.

Where data is analysed for audit or service evaluation purposes the resulting reports will not allow any individual to be identified.

We will retain your health records for 20 years after you are discharged from the service.

Contacting you during and after your time with the CYP-AccEPT Service

Communications from us to you may be sent to you by letter, telephone, text or email. You will be asked during the referral process about whether you would be happy to be contacted in any of these ways, and your referrer will check that they hold the most up to date contact details for you; you can change your mind about your preferred methods of communication at any point.

You may also be asked whether you would like to be part of a children and young people, or parent participation group, to ensure that you are involved as much as possible with how the service is developed and managed: it is vitally important to us that your experiences of the service and expertise in wellbeing are involved in shaping a service that you would want to be part of. You can withdraw your consent to be part of this opportunity at any time.

Your rights and the legal basis for data processing

You have the right to see what data we hold about you, and to request that any inaccurate data is corrected. You also have the right to give or withdraw consent for your data to be used for research or training purposes, at any time.

In the first instance please contact the CYP-AccEPT Service Co-ordinator on 01392 726449 or cyp.accept.clinic@exeter.ac.uk

You can also contact the University of Exeter Data Protection Officer (DPO). The DPO is responsible for monitoring compliance with relevant legislation in relation to personal data and can be contacted at dataprotection@exeter.ac.uk. You can also contact the DPO if you have any queries or concerns about the University’s processing of your personal data. You have the right to lodge a complaint with the [Information Commissioner’s Office](http://www.ico.org.uk/concerns).

The legal basis for processing data within the CYP-AccEPT Service under the General Data Protection Regulation 2018 includes provision of explicit consent, the provision of direct patient care (provision of health or social care or treatment or the management of health or social care systems and services) and the performance of a task in the public interest (research purposes).

Other information

This Privacy Notice will be kept under review. Any changes will be updated on our website and communicated to you as appropriate. This Privacy Notice was last updated in May 2018.

If you have any questions regarding this privacy notice please do not hesitate to contact us on 01392 726449 or cyp.accept.clinic@exeter.ac.uk