

Essex Child and Family Wellbeing Service



We are the Essex Child and Family Wellbeing Service and we provide healthcare services to children and young people. We collect the information we need in order to care for you in the best way.

This document is called a Privacy Notice and it tells you why we collect information about you, how we use that information, how we keep it safe and who we sometimes share it with.

THE INFORMATION WE COLLECT AND USE

Johnny is feeling poorly so his mummy takes him to see the doctor

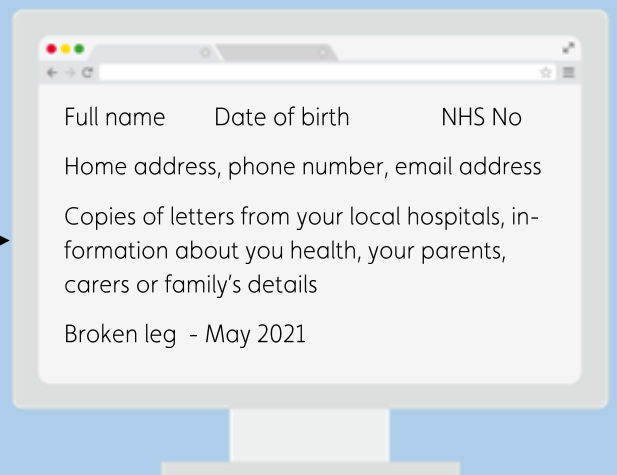


Nice to see you again Johnny. Tell me how you are feeling

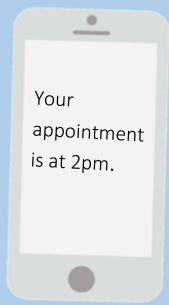
Like Johnny's Doctor, our service collects and holds information about you. This is known as your Personal Data and includes details like

We keep this information about you as we want to make sure that when you are feeling unwell we can give you the best care and support to help you get better.

We also want to make sure you are safe at all times and protect you from harm.



There are different ways we collect your information and communicate with you. These can be through letters, emails, telephone calls, text messages and in person.



KEEPING THE LAW

The Data Protection Act 2018 is a government law that allows us to collect your information as long as we can show that we have good reasons for doing so; like looking after your health and wellbeing and keeping you safe from harm.

HOW WE KEEP YOUR INFORMATION SAFE

We have guidelines and rules that we follow to keep your information safe. Our staff who help to look after you have access to the information we have about you.



WHO WE SHARE YOUR INFORMATION WITH

We will only share your information with people who we trust like your family doctor, hospital doctors and nurses, your school and social care providers when it is necessary to do so.

REMEMBER! NEVER give out your information to people who you don't know or don't trust, and only give it out when you need to.

WHAT ARE YOUR RIGHTS?

You have a right to contact us:

- to update or change your personal information;
- to ask for a copy of the information we hold about you (we can provide a copy in 30 days).
- if you don't want us to share your information with other organisations;
- if you no longer wish for us to keep your data.

WHO CAN YOU CONTACT ABOUT THE INFORMATION WE HOLD ABOUT YOU?

If you have any questions or are not happy with how we have handled your information, you and your parents can contact us at information.governance@virgincare.co.uk

Or write to us at the following address:

Data Protection Officer
Virgin Care Limited
The Heath Business and Technical
Park
Runcorn