YOUR INFORMATION

YOUR CHOICES • YOUR RIGHTS

A privacy notice for children and young people

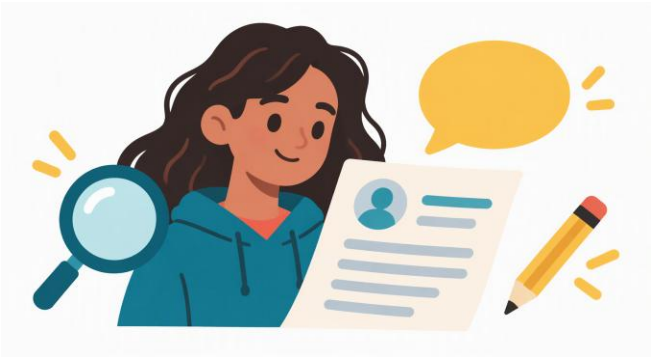
Mental Health and Well Being Services Ltd (MHWS)

Why should I read this?

Your privacy matters to us. When you come to MHWS for an assessment, treatment or support, we need to collect and use some information about you.

This privacy notice helps you understand:

- What information we collect about you.
- Why we need your information.
- Who we may share it with.
- How we keep it safe.
- What choices and rights you have.
- Who you can speak to if you have questions or concerns.



What you need to know

We use information about you to understand your needs and provide safe and appropriate care. We take steps to keep your information secure, respect your privacy and listen to your views.

You can read this privacy notice yourself or ask a parent, carer, trusted adult or a member of the MHWS team to help you understand it.

Your privacy matters. Your views matter. Your rights matter.

Need urgent help?

MHWS is not an emergency or crisis service. If you need help urgently, you can contact:

- **999 or A&E** – If you or someone else is in immediate danger or you cannot keep yourself safe.
- **NHS 111 (option 2)** – For urgent mental health support.
- **Childline – 0800 1111** – Free and confidential support for anyone under 19 who needs someone to talk to.

You can also ask a trusted adult to help you.



1. What is a privacy notice?

A simple guide to what happens to your personal information

Personal information is information that is about you or could identify you. This notice tells you how MHWS collects, uses, stores, protects and shares that information.

What does "processing" mean?

It is the legal word for anything we do with information, such as collecting it, writing it down, storing it, looking at it, sharing it or deleting it.

Who are MHWS?

We are a team that provides services to support mental health and well-being. MHWS is responsible for looking after your personal information and is known as a data controller under data protection law.

We may use information about you before your service begins, while we are supporting you and after your care has ended.

The most important things to know

- You have rights over your personal information, even if a parent or another adult arranges or pays for your care.
- We only use information when we have a lawful reason to do so.
- We listen to your views and take account of your age, understanding and circumstances.
- We may sometimes need to share information to keep you or another person safe.
- You can ask questions and use your information rights.



Words you might hear

A "clinical record" is the record we keep about your assessments, appointments, care and treatment.

"Confidential" means information should only be seen or shared by people who have an appropriate reason to do so.

2. What information do we collect?

We only collect information that helps us provide or manage your care

Information about you may include

- Your name, date of birth, address and contact details.
- Details about your health, well-being, diagnoses, medication, treatment and care.
- Information about your family, home life, development, education and support needs.
- Answers you or other people give in forms, questionnaires or assessments.
- Information about race or ethnic background, religion, disability, sex life or sexual orientation where relevant to your care.
- Appointment, communication and payment information.
- Other information you choose to tell us.

Where could it come from?

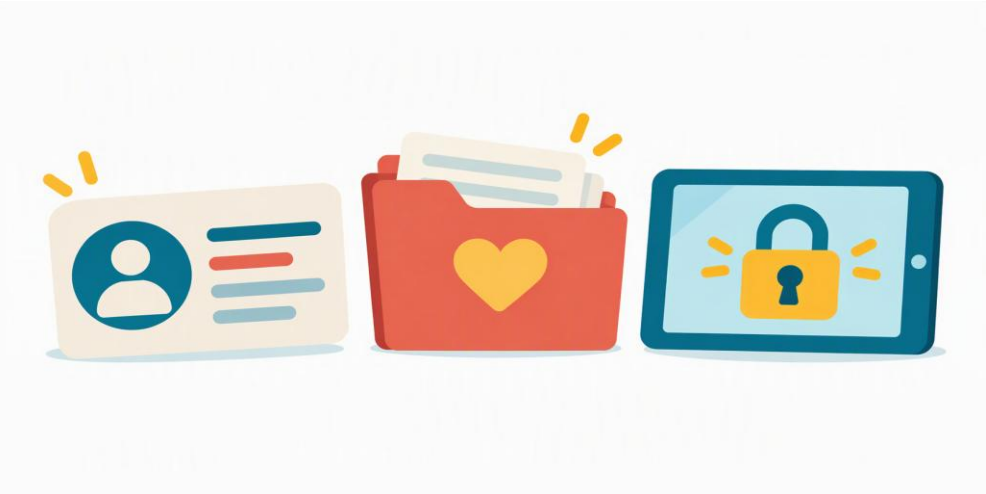
We may collect information directly from you. We may also receive relevant information from a parent, carer, person with parental responsibility, GP, healthcare professional, school, education provider, social care service, safeguarding service or another person involved in your care.

Information about other people

Someone may tell us information about a family member or another person during your assessment. That information may become part of your clinical record if it is relevant to your care.

Paper and digital records

We may keep information on paper and in secure computer systems. Only people who have permission and a genuine need to see your information can access it.



3. Why do we use your information?

So that we can understand your needs and provide safe, effective support

We use your information:

- to respond to enquiries and arrange referrals or appointments.
- to assess your needs and provide diagnosis, treatment, care or support.
- to make sure the people supporting you have accurate, up-to-date information.
- to communicate with you and people appropriately involved in your care.
- to keep you and other people safe.
- to meet legal, professional and record-keeping responsibilities.
- to improve our services, respond to concerns and learn from what happens.
- to carry out suitable research, audit or service planning where the law allows it.

Do we always need your consent?

No. Consent is not the only legal reason for using personal information. Depending on what we are doing, the law may allow us to use information to provide healthcare, meet a legal duty, protect someone's life, or because there is another legitimate and fair reason.

Your choices still matter

Saying yes to an assessment or treatment is not the same as giving permission for use to use your personal information. We will explain when you have a choice and when we need information to provide care, keep records or follow the law.

Health information receives extra protection under data protection law. Our staff and clinicians must also follow confidentiality rules.

You can find more detailed information about the legal reasons we use information in our full MHWS Privacy Notice [link].



4. Who might we share information with?

Sharing is not automatic. We consider the reason, your wishes and what the law allows

When it is relevant and lawful, we may share necessary information with:

- Parents, carers, people with parental responsibility or authorised representatives.
- GPs, clinicians and other healthcare professionals.
- Schools or other education providers.
- Social care or safeguarding services.
- Legal representatives, courts or public authorities where required.

Will you tell my parent or carer everything?

Not automatically. We consider your age, understanding and wishes, the other person's role and authority, confidentiality, and whether sharing is necessary. A parent, carer or someone who pays for your care does not automatically have the right to see all of your information.

Who might receive my assessment report?

Following an assessment, your clinician may prepare a report explaining their findings, recommendations and any support you may need.

We will consider your age, understanding, wishes, confidentiality and the reasons for sharing the report when deciding who should receive it.

If you are worried about who might receive your report, please speak to your clinician.

What if someone may be at risk?

If we believe you or another person may be at risk of harm, or the law requires us to act, we may need to share information without your agreement. We will only share what is necessary. Where it is safe and appropriate, we will explain what we are doing and why.



Speak to us

If you are worried about who might see your information, you can speak to us at any time. We will explain what can remain private and when we may need to share information.

You can also speak privately with a member of your clinical team.

5. Your information rights

You can ask questions and have a say

Your right	What it means
Be informed	Know how and why we use your information.
See your information	Ask for a copy of the personal information we hold about you.
Correct it	Ask us to correct information that is wrong or incomplete.
Ask us to delete it	Ask us to delete your information in some circumstances. We may need to keep clinical records to meet legal or professional responsibilities.
Limit how it is used	Ask us to limit how we use your information in some circumstances.
Object	Tell us if you disagree with certain ways we use your information.
Move information	In some cases, ask to receive or transfer your information in an electronic format.
Withdraw consent	If we are relying on your consent to use your information, you can change your mind. This does not always mean we must delete your existing records.

Can I use these rights myself?

You may be able to use your rights yourself if you understand what you are asking for. We may need to check your identity.

You can also ask a parent, carer or trusted adult to help you. If someone makes a request for you, we will check that they have the right authority to do so.

How can I use my rights?

Speak to a member of the MHWS team or contact us if you would like to use any of your information rights. Not all rights apply in every situation. If we cannot do what you have asked, we will explain why.

You can find more information on our Your Information Rights [link] webpage.

6. Keeping and protecting your information

We keep your information secure and only for as long as needed

How do we protect it?

- Only people who have permission and a genuine need to see your information can access it.
- We use security measures to protect both paper and digital records.
- We take steps to keep information accurate and available to authorised staff.
- Our staff and clinicians have a responsibility to protect your privacy and confidentiality.

How long do we keep it?

We keep information only for as long as it is needed for care, safety, legal, regulatory or business reasons. We may need to keep your clinical records for several years after your care has ended.

Our Record Keeping Policy sets out how long different type of records are kept and how they are securely deleted, destroyed or anonymised when no longer required. Anonymised means that the information can no longer be used to identify you.

Can I record my appointment?

You may wish to make a personal recording of your appointment to help you remember what was discussed.

Your recording and any sharing of it should respect your privacy, and the privacy and rights of other people involved.

Sharing recordings publicly, including on social media, could breach privacy, confidentiality or other laws.

Please speak to us first

Let your clinician know if you would like to record your appointment. They can help you understand any privacy or practical considerations.

MHWS does not provide or support personal recording equipment and cannot recover recordings if something goes wrong.



7. Research, planning and your NHS data choice

Your care continues even if you choose to opt out

Health information can sometimes be used for research, improving healthcare services and planning future care.

The National Data Opt-Out allows you to choose whether your confidential patient information can be shared for certain research and planning uses beyond your individual care.

It does not stop information being used to provide your care or where an exception applies.

The National Data Opt-Out applies to publicly funded or arranged care in England. MHWS also respects similar privacy choices for people receiving private care.

If you are aged 13 or over and eligible for the National Data Opt-Out, you can make your own choice. If you are under 13, someone with parental responsibility can usually make this choice for you.

Find out more

Visit www.nhs.uk/your-nhs-data-matters or ask a member of the MHWS team to help you understand your choices.

If something does not feel right

If you are worried or unhappy about how your personal information has been used, please tell us

You can ask us to explain what has happened, correct information, help you use your information rights, or deal with a complaint.

You can also ask a trusted adult or advocate to help you.

Contact MHWS

- Online contact form: https://www.mentalhealthandwellbeing.co.uk/contact.php
- Telephone: 01743 297 937 (Monday to Friday, 9am-5pm)
- Post or visit: Mental Health & Well-being Services Ltd, Oak House, Sitka Drive, Shrewsbury Business Park, Shrewsbury, SY2 6LG

Our Data Protection Officer (DPO) helps us make sure we look after your personal information properly. If you have any questions or concerns, please contact the MHWS team.

You can also find our DPO's contact details on our Your Information Rights [link] webpage.

Independent advice

The Information Commissioner's Office (ICO) is an independent organisation that helps protect people's information rights in the UK.

You have the right to contact the ICO for advice or to make a complaint about how your personal information has been handled.

- **Website:** www.ico.org.uk
- **Telephone:** 0303 123 1113
- **Make a complaint:** ico.org.uk/make-a-complaint

8. Your privacy – things to remember

- ✓ Your privacy matters.
- ✓ Your views and wishes are important.
- ✓ You have information rights, whatever your age.
- ✓ You can ask questions at any time.
- ✓ You can ask someone you trust to help you.

Need help understanding this information?

Please tell us if you need help with reading, language, communication or accessibility, or would prefer this information in a different format.

Further information

This privacy notice has been written especially for children and young people and complements the full MHWS Privacy Notice [link], which provides more detailed information about how we use and protect personal information.

Your information. Your choices. Your rights.

Remember

You do not have to understand everything at once. Ask us to explain it in a different way, and tell us if you need help with reading, communication or accessibility.