

How we keep your information safe

Our staff are trained to make sure they know about the Data Protection Act and their legal responsibilities to keep your information safe.

Anyone who receives information from us is also under a legal duty to keep it confidential. We take great steps to ensure information about your child/young person stays secure.

These steps include:

- Locking away paper records
- Using computer passwords
- Making sure people are who they say are if they ask for information
- Destroying old records.

Who else we share this information with

We routinely share information within your child/young person's Care Team; this may include their GP and other people who look after them.

The law can sometimes require us to pass on information - for example, in the case of serious crime.

We only share information for specific purposes and must justify why. If we share information for other reasons we must ask you first.

If you would like more information, please talk to a member of staff.

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**FAMILY INFORMATION
LEAFLET**

**PERSONAL INFORMATION
AND HOW WE USE IT**

Originator/revised by: CTH Administrator
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This leaflet tells you about:

- What information we collect about your child/young person and your family
- Who we might share your information with and why
- How we keep information secure, confidential and up to date
- How you can request to see your own records

Personal information and how we use it

What information we collect:

If your child/young person has been referred to our service we have to keep records by law. Many records are held electronically.

The record includes details about them and their care, for example:

- Name, address and date of birth
- their medical history

- Assessment, care plan and reviews
- Details that affect development of their care plan

We must keep records for a specified period.

We must also record any risks to your child or young person's health or the health of other people. For example:

- If they have an allergy to penicillin
- If they have been physically or verbally aggressive towards other people

We will always tell you when we have recorded a risk unless we think telling you could lead to you, your child/young person or others being harmed. We may share details of risks with other staff who are involved in your child/young person's care. This is to make sure that they and others are kept safe.

Why we need this information

We need to keep records to make sure your child/young person receives the right care and treatment. Sometimes we use parts of the information we collect for other reasons such as:

- Planning new services and improving existing ones
- For staff training
- Helping parts of the NHS to check we are doing what we say we will do
- Financial audit
- Improving patient safety.

If we do this, all personal details will be anonymised.

Changes to your personal information

It is important that your child/young person's records are up-to-date. Please tell us if any of their personal details such as name, address, telephone number or doctor change. Speak to whoever is providing their care.