**Darwen Healthcare**

**Darwen Health Centre**

**James Street West**

**Darwen,**

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**Children’s Privacy Notice**

What is a privacy notice?

This Children’s Privacy Notice is a way of telling you about what happens to the information that Darwen Healthcare collects about you, whenever you come to see us. It also tells you how we make sure your information is kept safe.

Darwen Healthcare must provide you with a privacy notice because it is the law. This law is known as the General Data Protection Regulation or ‘GDPR’. This and other laws help keep information about people safe and secure.

What information do we collect?

We collect information about you such as:

* Your Name
* Your birthday and year you were born
* Your address and contact information
* The name of the person who will generally bring you to your appointments
* The reason that you are coming to see us
* Any information that you or your family gives us
* Any other people we may need to send you to see to make sure you have the best care possible (such as hospital doctors, specialists etc.)
* What we do to care for you

Don’t worry, we only collect the information we need to help us keep you healthy.

Why do we collect it?

Darwen Healthcare’s main purpose is to deliver healthcare to the people within this area. We collect the information we need to care for you in the best way. Each time you come to see us we will write down things that you tell us, things that we tell you and any medicines we may need to give to you. That way, we can make sure we are treating you in the best way now and in the future.

What do we do with it?

We keep the information we collect on computer and on paper. This is called your Health Record. It will have a number and everyone’s Health Record number is different. Anyone involved in caring for you at Darwen Healthcare can see what has been collected. This way we can all make the right decisions about your care with all the information you have given us.

Who do we share it with?

We will share the information we record about you with the doctors within Darwen Healthcare. That way they are kept up to date on what we are doing for you. Your parents/guardians should get a copy of any letters we send to your doctor about your care. We might share it with other doctors and nurses involved in your care and with your school if we think it is important for them to know. If you have a social worker, we will share it with them too.

If you tell us something that makes us worried about your safety or the safety of someone else you know, we might have to share this with other people - even if you don’t want us to. This is part of our job to help keep you and others safe.

Also, Darwen Healthcare may be asked to help with new and exciting medical research. Don’t worry, though, we will always ask you or those who look after you if it’s ok to share your information.

We also need to share information with the Care Quality Commission. The Commission makes sure Darwen Healthcare are treating and caring for patients and families in the best way they can. They may ask to see a small number of Health Records. They check that notes are written clearly and are kept safe to ensure that we are recording and storing your information safely.

For more information click here on the link below:

<https://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Keeping your records safe and private

Everyone working in our practice understands that they need to keep your information safe. This is called keeping your information confidential or protecting your privacy. They have training every year to remind them of this. We tell them that they are only allowed to look at your information if they are involved in your care or to help us run our practice. They understand that they must keep any information safe. Especially the information that identifies you; this might be your name or address and anything you come to see us about. We are not allowed to give any of this type of information to anyone who shouldn’t see it. This includes talking to them about it.

We sometimes might have Doctors and Nurses Students who are at University or College and want to work in a doctor’s practice sometimes spend time with us. This is so that we can teach them how to look after patients and their families. They are also told how to keep information we collect safe.

GDPR and other laws help us with rules and guidance to make sure we do our best to keep your information safe and secure.

How long do we keep the information for?

Darwen Healthcare must keep the information about all patients for the rest of their lives and then for another 10 years after they pass away. If there is an incident or complaint, sometimes we need to use patient information to help us investigate incidents, complaints or legal claims. If this relates to you we will make sure we let you and your parents/guardians know.

Am I able to see the information you collect about me?

Yes! As one of our patients you are able to see the records that relate to you and you only. You or your family will need to ask your doctor first though as there may be things that we would need to explain to you such as abbreviations or medical words.

Depending on your age, you or your parent/ guardian will need to write to us (or email us) to tell us what they want to see. We will always check to make sure we are not sharing your information with anyone who shouldn’t see it. GDPR calls this a ‘subject access ‘request and includes providing paper copies, if required.

If I think some of my information is wrong, can I do anything about it?

Yes! You or your parent/guardian must contact the Practice Business Manager at the practice telling them what it is that you think is wrong.

What do I do if I have a question?

We hope this notice tells you what you need to know about the information we collect about you.

If you want to know anything else, please contact Darwen Healthcare via email at: -

[darwen.healthcare@nhs.net](mailto:darwen.healthcare@nhs.net)

We will make sure we listen to you very carefully and look after your needs the best that we can.

The Darwen Healthcare website can be viewed at <https://www.darwenhealthcare.co.uk/>

If I’m unhappy with the way you’ve used some of my information, what should I do?

First, you must contact the Practice Business Manager, the person responsible for helping to run the practice. You can also contact the Information Commissioners Office, who are in charge of the law and GDPR rules for looking after your information.

You can contact them via <https://ico.org.uk/>