

What do we do with your personal information?

Information for service users and parent/carers

If you completed an online referral you will have seen and consented to the information below. If you did not make an online referral or someone, perhaps a professional, made a referral on your behalf, it is important that you read the statement below

What happens to your personal data?

The information that you share with us stays within a dedicated computer system and is stored on a specialist client database called PCMIS. This information does not stay within our website and submitted referrals are not stored within the website environment or with any other third party.

Referrals are transmitted directly into our database which is *only* accessible to authorised CHUMS personnel. This ensures that personal data is stored safely and securely in accordance with the GDPR and Data Protection Act 2018. This is only accessed and used by our team to plan and monitor CHUMS support.

On occasions we may need to share information with other professionals without your permission. We only do this if we are concerned about the safety of the person being referred or the safety of someone else because of the actions of the person being referred. Should this be the case we will always try to discuss this with you first and involve you in the process.

By completing the referral form you are agreeing to the above.

During your time with us we will be recording information from any phone calls or face to face sessions we have with you as well as information we may receive from other agencies or professionals. We use NHS record keeping guidelines to ensure we keep accurate and essential information only.

Sharing Information

At the beginning of your first appointment you will be asked to sign a consent form which includes giving us permission to share relevant information with other professionals such as your G.P., school and any other professionals you may be working with. We only share the minimum amount of information necessary to ensure you receive the best care possible. You are able to decline information sharing with other professionals but you should be aware that



there may be occasions when we would be obliged to share information within a safeguarding context.

Our consent form also lets you know that we share non identifiable or 'anonymised' data with other agencies, such as commissioners who provide funding for some of our services.

Accessing records

You have a right to see or be given copies of your records. A request must be made in writing, with relevant signed consent. In some circumstances there may be a cost, but this is usually when a request is made by a solicitor in relation to a personal claim. We aim to respond to all requests within 15 working days.

Confidentiality

We have a legal duty to keep information about you confidential which means we store it securely both electronically and on paper and have strict access controls to it.

If you have questions about any of the above information please contact Debbie Robson, Head of Service on 01525 863924.