

Privacy Notice

Who we are

London Borough of Newham (LBN) is registered with the Information Commissioner's Office (ICO) as a 'Data Controller' This privacy notice applies to you ('the service user') and LBN ('the Council'). The Council takes the privacy of your information very seriously.

This privacy notice relates to our functions relating to ChatHealth delivered by the School Health Service. It provides additional information that specifically relates to this particular service, and should be read together with our general privacy notice, which provides more detail.

What data we collect

When you send SMS text messages to speak with a healthcare professional through ChatHealth, the person you are speaking with will only be able to see your mobile phone number, unless you give any further personal details, such as your name or date of birth, as part of the conversation. When you speak with a healthcare professional using ChatHealth messaging they will keep a copy of the conversations as an electronic record that can be seen by other healthcare professionals who follow the same confidentiality rules. The record will include your phone number and any other details you mentioned in your conversation, plus other information, like times that messages were sent and any additional notes made by the healthcare professional during the conversation. The conversation may be recorded onto a healthcare system that can be seen by your family doctor (GP) if you have given personal details such as your name or date of birth as part of the conversation.

Why we collect your data

We collect your data so that we can provide you with support, keeping records of conversations also enables healthcare staff to fulfil their responsibilities. It makes it possible for us to provide you with the best possible healthcare, including keeping you safe from harm and making decisions with you about your healthcare.

The lawful basis for processing your data

Under the terms of the UK data protection legislation, we are required to notify you of the legal basis for processing the data we handle.

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Healthcare

Personal data provided for the purpose of healthcare delivery, management and treatment:

6(1)(e) Necessary for the performance of a task carried out in the public interest

Special Category Personal Data provided for the purpose of healthcare delivery, management and treatment:

9(2)(h) processing is necessary for health and social care purposes

Healthcare staff using ChatHealth will normally speak with you about how they are using your personal data. Because they have a statutory duty to care for you, there is no legal requirement for them to ask your permission before making a record of the messaging conversations you wwhave with them. Similarly, when speaking with children and young people, healthcare staff using ChatHealth do not need to ask permission from a parent or guardian. This even applies when they are messaging with younger children, under the age of 13. The UK data privacy laws make this possible so that healthcare staff can fulfil their responsibilities.

You can end a messaging conversation at any time by sending the word STOP in a message. This would normally prevent a healthcare professional from sending any further messages to you.

How we use your data

We will use your data to enable healthcare staff to fulfil their responsibilities. It makes it possible for us to provide you with the best possible healthcare, including keeping you safe from harm and making decisions with you about your healthcare.

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Who we will share your data with

In order that we can keep services running safely and effectively, ChatHealth technical staff will be involved in processing information relating to your messaging conversations. This includes staff working for technical partner organisations. You can expect them to handle data which will include your phone number and the content of your messages including any personal information about you that you mention. Although technical staff would not normally see your conversation with a healthcare professional, they all still follow the same strict confidentiality rules.

We may also share data with your family doctor (GP) if you have given personal details such as your name or date of birth as part of the conversation.

How long we will keep your data

We will keep your data safe and secure up to your 26th birthday, in line with our retention Schedule. After this time, it will be securely destroyed.

No information is kept long term in the ChatHealth application. Within a few days of your messaging conversation being concluded it will no longer be seen by staff using ChatHealth. It will be deleted from the servers within a month. In the long term they only save anonymous statistical information relating to conversations.

How we protect your data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your rights at **Your rights - Processing personal data privacy notice - Newham Council** or at <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: dpo@newham.gov.uk