

North East Child Psychiatry Ltd  
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NECP  
North East Child Psychiatry

**Privacy Notice**  
**PRIVATE AND CONFIDENTIAL**

# North East Child Psychiatry Ltd

## Privacy Notice

This privacy notice describes how North East Child Psychiatry Ltd (NECP) collects and manages your personal information. Personal information is anything that might identify you as an individual.

It is very important to everyone at NECP that your personal data is kept safe and only collected, used or shared if absolutely necessary.

NECP understands and complies with the legal frameworks of the Data Protection Act (DPA 1998) and the UK General Data Protection Regulation (UK GDPR).

North East Child Psychiatry Ltd is registered with the Information Commissioner's Office (ICO).

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## **What type of information do we have?**

At NECP we keep:

- Your name, date of birth, your address, telephone number and email address, the names of your parents or carers as well as their telephone number(s) and email address(es)
- Details of other professionals who work with you (now or in the past) for example school/college, GP, social worker, paediatrician, NHS CAMHS worker
- Details about health appointments (date, time, place, whether it was face to face or a telephone/video call)
- Details of the reason(s) why you have asked for appointments with a psychiatrist, including background history
- Results of assessments carried out by NECP e.g. Conners questionnaires, QbCheck
- Results of relevant assessments carried out by professional partners e.g. Autism assessments, therapy summaries, cognitive assessments
- Any relevant physical examination or test results for example height, weight, blood results
- Notes and letters from your (and your carers) clinical contacts with NECP
- Copies of your agreed 'care plan'

While you are under the care of NECP and when you are discharged NECP will ask you for feedback to help NECP improve the service, this will be anonymised (not have your personal information attached).

NECP will also collect information to be used for audit or research purposes, this will also be anonymised.

## **How do we get the information?**

When you are first referred to NECP we collect some information - that might come from you, your parent/carer, your GP or another professional.

When we meet and start working together then you will provide us with more information as well as your parents/carers and other people involved with you now or in the past for example school/college, social worker, therapist / counsellor, youth support worker, paediatrician, dietitian, psychologist.

NECP will also start to create information including session notes, clinic reports and letters, physical health notes, care plans.

During a clinical appointment NECP uses Heidi, ambient listening technology to transcribe conversations in real time, but the audio itself is not retained. The transcription is used to assist in letter and report writing, and then deleted.

## **Why do we have the information?**

NECP collects the information to be able to assess your mental health difficulties, reach a diagnosis/formulation and agree a plan of care. NECP will normally communicate with other professionals involved with you to make sure the plan is clear, for that purpose NECP needs to have up to date details about who else is involved.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent – you are able to remove your consent at any time, you can do this by contacting Dr Zoë Gilder at [contact@northeastchildpsychiatry.co.uk](mailto:contact@northeastchildpsychiatry.co.uk)
- (b) We have a legal obligation
- (c) We have a legitimate interest

### **What do we do with the information we have?**

NECP uses your information to be able to provide assessment and treatment, as appropriate. We want to make sure we provide the best possible service and care and that everything we do is based on current evidence / best practice.

NECP may use anonymised information to review the service to support quality improvement activities. For example NECP may look at the age ranges of patients seen, or the type of difficulties they present with, or when most people prefer to have their appointments.

### **How do we store your information?**

NECP keeps clinical records using a secure electronic patient record system called Cliniko. In addition to Cliniko's log in process, NECP has decided to add a 2-factor authentication process to make records even more secure. Only those people who need to access your information are able to.

Any forms which you or your parent / carer complete on paper are scanned into your electronic patient record and the paper form is then securely destroyed (using a cross-cut shredder).

Heidi does not store audio recordings of patient consultations. The system uses ambient listening technology to transcribe conversations in real time, but the audio itself is not retained.

Any communication via email which holds sensitive information is uploaded into your electronic patient record and then the email is deleted.

NECP keeps basic financial records for whoever is funding your care. This is held within GoCardless, a secure online payment processing system. Again, NECP uses a 2-factor authentication process, only those people who need to access this information are able to, and only for purposes directly related to NECP billing.

No personal information is held on USB storage devices or in paper files.

### **Who can access your information?**

Dr Gilder has access to all your information.

A dedicated medical secretary, Hannah Bourke, also has access to Cliniko and secure emails. She works for Doctors Secretarial Services, if she is on leave then another one of their medical secretaries can access the information, they have confidentiality agreements in place and will access and share your information as laid out in this privacy notice.

### **Who do we share your information with?**

NECP will not share your data with any third party for marketing purposes.

With your consent information may be shared with other relevant professionals for example your school or social worker. It is strongly recommended that NECP is given consent to share information with your GP to ensure that all your medical information is kept up to date and in one single place. This will be done via secure, encrypted email (Proton Mail).

Occasionally NECP may have a legal duty to share some of your information without your explicit consent. This would be when it is felt necessary to prevent serious harm to you or others. This should have been explained to you during your first contact with NECP.

### **How do we keep your information up to date?**

It is important that your personal information is up to date. At various review times while you are under the care of NECP we will check it is accurate. If you change any details, for example move house, update your phone number/email address, or change GP, then please let us know as soon as possible.

### **How long do we keep your information?**

NECP keeps your information for as long as you are a patient with us.

There is also a legal requirement for NECP to keep hold of your records for 20 years after you have been discharged (or 8 years after your death). Clinical records about a child have to be kept until their 25<sup>th</sup> birthday (or 26<sup>th</sup> if they were 17 when they were discharged by NECP). After that time all of your information will be securely deleted.

### **Your data protection rights**

Under data protection law you have rights including:

- Your right of access – you have the right to ask for copies of your personal information.
- Your right to rectification – you have the right to ask NECP to correct information if it is inaccurate. You also have the right to ask us to complete your information if you think it is incomplete.
- Your right to erasure – you have the right to ask NECP to delete your personal information in certain circumstances
- Your right to restriction of processing – you have the right to ask NECP to restrict the processing of your information in certain circumstances
- Your right to object to processing – you have the right to object to the processing of your personal information in certain circumstances
- Your right to data portability – you have the right to ask that NECP transfers the information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request please contact us, in writing, at North East Child Psychiatry Ltd, by post: Director, North East Child Psychiatry Ltd, 56 Cauldwell Lane, Monkseaton, Whitley Bay, NE25 8LN or by email: [contact@northeastchildpsychiatry.co.uk](mailto:contact@northeastchildpsychiatry.co.uk)

## **Managing complaints**

At NECP we value your privacy and aim to keep your information safe. If you are unhappy with how we have used your data then please contact us to discuss.

NECP have a complaints policy which can be referred to. In the first instance Dr Gilder is keen that any issues are raised directly to support an informal resolution if possible. If an apology is indicated it will be given. Should this not produce a satisfactory outcome then a more formal process will need to be followed, as per policy.

You can also complain to the Information Commissioner's Office (ICO) if you remain unhappy. The ICO expects you to have first complained to NECP and where possible received a full and final response from us. If you wish to submit a complaint to the ICO about NECP you can do that online at [www.ico.org.uk/make-a-complaint/](http://www.ico.org.uk/make-a-complaint/). Alternatively the ICO's address is:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

## **How this document will be shared**

NECP are committed to transparency, as such this procedure will be published on the public website.

## **Contact details**

Medical Director


Name: Dr Zoë Gilder

Phone/email: 07493 676264 / [contact@northeastchildpsychiatry.co.uk](mailto:contact@northeastchildpsychiatry.co.uk)

Main point of contact for data protection matters: Dr Zoë Gilder

We are committed to reviewing our policies and procedures and good practice annually.

This policy was last reviewed: June 2025

Signed:  Dr Zoë Gilder

Date: 11/06/2025

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