

Privacy Notice

DOC 9

This privacy notice tells you what to expect Angela Leonard to do with your personal information.

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Contact details:

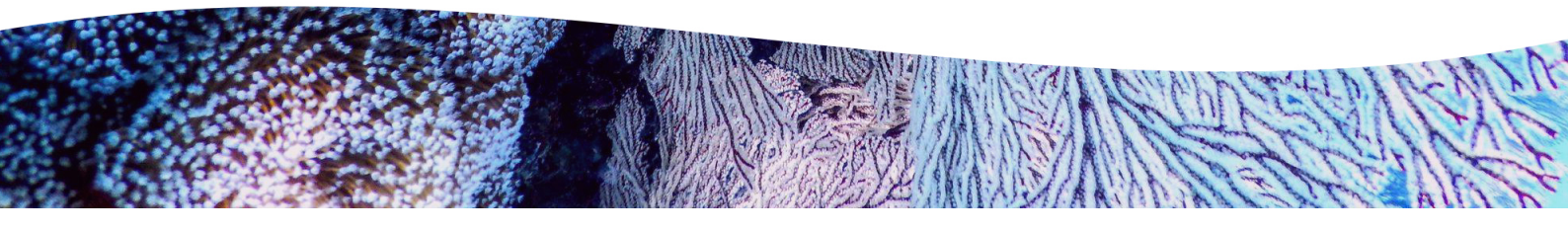
Telephone - 0791 777 4570

Email - Createcontenttomorrows@outlook.com

What information I collect, use, and why:

I collect or use the following information **to provide patient care, services, pharmaceutical products and other goods:**

- Name, address and contact details
- Date of birth
- NHS/HSC/CHI number



I also collect the following information **to provide patient care, services, pharmaceutical products and other goods:**

- Racial or ethnic origin
- Health information

I collect or use the following information **for safeguarding or public protection reasons:**

- Name, address and contact details
- NHS/HSC/CHI number
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Relevant information from previous investigations
- Records of meetings and decisions
- Education and Work Details

I also collect the following information **for safeguarding or public protection reasons:**

- Racial or ethnic origin
- Health information
- Sex life information
- Sexual orientation information

I collect or use the following personal information **to comply with legal requirements:**

- Name
- Contact information
- Safeguarding information
- Criminal offence data

I also collect the following information **to comply with legal requirements:**

- Health information

I collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Address
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information
- Information relating to health and safety (including incident investigation details and reports and accident book records)
- Correspondence

I also collect the following information **for dealing with queries, complaints or claims:**

- Racial or ethnic origin
- Health information

Lawful bases and data protection rights

Under UK data protection law, I must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s Website.

Which lawful basis I rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s Website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where I get personal information from and who I share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how I can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that I transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When I use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, I must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to provide patient care, services, pharmaceutical products and other goods** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interest:
 - I collect and use client personal information to provide safe, effective and ethical care. This information has the occasional need to be shared in relation to Safeguarding Concerns and alerts.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – I have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by a sole trader such as this. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for safeguarding or public protection reasons** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – I am collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. My legitimate interests are:
 - The benefit of collection of health care related information and apt sharing of such, when necessary, ensures the safety the clients, minimising and supporting risk to both themselves and others.
- Vital interests – I am collecting or using the information is needed when someone's physical or mental health or Illbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – I have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – I am collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. My legitimate interests are:

- Benefit is to support the public in matters where in some instances the law may require personal information to be shared with other agencies without a client's explicit consent.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – I have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – I have to collect or use your information so I can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – I am collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - In order to effectively and objectively support continuity of care Compliance and meeting regulations of the CQC Complying and demonstrating practice within NMC Guidelines Complying with NICE standards of care to mitigate risk and to defend against potential claims Upholding Duty of Candour

responsibilities Data security and confidentiality Using Advocacy (where lawful)

- **Vital interests** – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- **Public task** – I have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Where I get personal information from

- Directly from you
- Regulatory authorities
- Family members or carers
- Other health and care providers
- Social services
- Charities or voluntary sector organisations
- Schools, colleges, universities or other education organisations
- Publicly available sources
- Councils and other public sector organisations
- Relevant regulatory authorities
- Previous employers
- Other Health and Social Care Providers Police Services

How long I keep information

The retention period for health records held by community mental health practitioners varies depending on whether the patient is an adult or a child and must comply with UK legislation and NHS guidelines.

Retention Periods for Mental Health Records

1. For Adults:

Mental health records must be kept for a minimum of 20 years after the last contact with services, or 8 years after death, whichever is longer.

2. For Children and Young People:

Records must be retained until the child's 26th birthday (or 8 years after death if they pass away before age 18).

Health Records are kept within a secure clinical web-based service called '[WriteUpp](#)'. This was explained to you on your signing of the consent Form. Redundant Consent forms are disposed of by shredding (see Duty of Confidentiality)

Relevant Legislation and Guidance regarding retention of health records:

- UK General Data Protection Regulation (UK GDPR) & Data Protection Act 2018: Governs how personal health data must be stored, processed, and deleted.
- NHS Records Management Code of Practice (2021): Provides specific guidance on retention schedules for mental health records.
- Mental Health Act 1983 & Mental Capacity Act 2005: Influence record-keeping requirements for detained or vulnerable individuals.
- Prevent Duty (Counter-Terrorism and Security Act 2015): Requires mental health practitioners to share information if there are concerns about radicalisation risks. However, data sharing must still comply with GDPR principles.

Who I share information with

Others I share personal information with

- Other health providers (eg GPs, Consultants, Social Workers)
- Care providers
- Organisations I need to share information with for safeguarding reasons

- Emergency services
- Professional advisors
- Legal bodies or authorities
- Local authorities or councils
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations I am legally obliged to share personal information with
- Other relevant third parties:
 - Create Content Tomorrows only shares information that is relevant and justified.

Duty of Confidentiality

I am subject to a common law duty of confidentiality. However, there are circumstances where I will share relevant health and care information. These are where:

- You've provided me with your consent (I have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- I have a legal requirement (including court orders) to collect, share or use the data;
- On a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied.
- Please note that hard copy data is kept no longer than necessary. This is then shredded and disposed of via paper recycling. This includes data that is in print and/or has reached any retention period. This includes any spoiled or wasted prescriptions. The shredder is of personal use by Angela Leonard and does not leave any identifiable information remaining on paper.

- How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice and you can ask to see Create Content Tomorrows Complaint Policy.

If you remain unhappy with how I've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Ib site: <https://www.ico.org.uk/make-a-complaint>

NB: In respect of Children and young adults: For more information, see ICO guidance on designing [data transparency for children](#) and the [ICO Children's Code](#).

DATED: 01.04.2025

Name: Angela Leonard / Create Content Tomorrows.