Privacy Notice: ChatHealth Messaging Service

Who we are

Sirona (Sirona care & health C.I.C) is a Data Controller and is registered with the Information Commissioner's Office (ICO), registration number is Z2861455. Our registered office is Sirona care & health, Badminton Rd Office, 2nd Floor, Badminton Rd, Yate, BS37 5AF.

Established in October 2011, Sirona care & health Community Interest Company are the sole provider of NHS and local authority funded adult and children's community healthcare services across Bristol, North Somerset and South Gloucestershire (BNSSG). Sirona is a not-for-profit social enterprise committed to serving its communities and funded by the NHS and local authorities.

Sirona care & health Privacy Notice: Policies - Sirona care & health

Why we need information about you

This notice is aimed at users of the ChatHealth Service provided within Sirona's Children's School Nursing Service.

ChatHealth is a safe and secure messaging platform which enable you to get confidential help and advice from the school nursing team.

ChatHealth Privacy Notice: Privacy and Terms - ChatHealth

What information is collected about you

ChatHealth messaging offer the opportunity for you to ask for help and advice anonymously, without giving your name. Your conversation is also confidential.

When you send SMS text messages to speak with a school nurse through ChatHealth, the school nurse 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.

How do we collect information?

School nurses using ChatHealth will speak with you about how they are using your personal data. When you speak with a school nurse using ChatHealth messaging, they will keep a copy of the conversation as an electronic record that may be seen by other healthcare staff if relevant.

The record will include your phone number and any other personal details you mentioned in your conversation. It will also include the times that messages were sent and any further notes made by the school nurse during the conversation.

The conversation may be recorded onto an electronic patient record system that we use that can also be seen by your family doctor (GP). However, this will only be the case, if you have given us personal details such as your name or date of birth as part of the conversation.

Records of conversations enables the school nursing team to carry out their responsibilities. It makes it possible for them to provide you with the best possible healthcare and advice, including keeping you safe from harm and making decisions with you, about you.

How do we protect your information?

Everyone working for, or with Sirona, has a legal duty to always keep your information secure and confidential. Staff are trained on requirements of keeping data secure. We are committed to protecting your privacy and will only process data in accordance with legislation.

You also can end a messaging conversation at any time by sending the word STOP in a message. If you have sent a STOP message and the school nurse you are speaking is concerned about you or someone else's safety, they may ask ChatHealth over-ride it so they can try and check that you are safe from harm.

Our technical systems and partners are subject to the same strict information security regulations that apply to all NHS systems and organisations. All information we handle is encrypted whilst being transmitted and whilst being stored. All data storage facilities, including cloud services in the European Union (EU) and physical data centres in the UK, meet up to the very highest information security standards.

Remember when you send messages to speak with a school nurse through ChatHealth, it is important that you consider the security of the device you send the message from. Remember to lock your smartphone and any other linked devices if you do not want other people to be able to see your confidential messaging conversations. Please remember that, when you send SMS text messages to speak with a school nurse through ChatHealth, your chosen mobile network provider also must act responsibly to ensure the safety of your personal information.

How we share your information?

A school nurse will not normally inform anyone that you have been in touch or tell them what you have been speaking about unless there are exceptional circumstances (such as likely risk to the health and safety of yourself or others) or a valid reason permitted by law, we will not disclose any information to third parties which can be used to identify you without asking you.

Also at the end of a conversation with a school nurse, you may be asked for feedback about your experience along the lines of: "Has this conversation helped you today?" Please reply back YES or NO with any comments you may have. Any feedback you give will be collected anonymously and used for reporting purposes and it may also be used for marketing purposes, for example at a conference, in a journal paper, on our websites or in promotional materials. Please indicate if you would like to be opted out of your feedback being used in this way in your reply.

Other organisations

We work in partnership with Leicestershire Partnership NHS Trust – who provide the ChatHealth application to us.

Retention of Records

A copy of the conversation held will be kept and may be seen by other healthcare professionals. 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 notes made by the school nurse during the conversation.

The conversation may be recorded onto an electronic patient record system that we use that can also be seen by your family doctor (GP). However, this will only be the case, if you have given us personal details such as your name or date of birth as part of the conversation.

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 servers within a month. In the long term, staff only save anonymous statistical information relating to conversations.

Once your school nurse has taken a copy of a messaging conversation, it can be kept until you are well into adulthood. You can ask your school nurse for more information on how your records are managed during a conversation.

Other legal obligations

Please be aware that when speaking with children and young people, school nursing 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. Data Protection legislation makes this possible so that school nurses can carry out their responsibilities. There are special provisions in law for digital services like ChatHealth which prevent ill-health or offer counselling.

Contact information and further advice

If you would like to know more about how we use your information, require information in any accessible format or language or if (for any reason) you do not wish to have your information used in any of the ways described, please contact:

Data Protection Officer
Sirona care & health
Badminton Rd
Office 2nd Floor
Badminton Road
Yate
BS37 5AF
Email: Sirona.dataprotection@nhs.net

How can you make a complaint

You have the right to make a complaint if you feel unhappy about how we hold, use or share your information. We would recommend contacting our Data Protection Officer (contact details above) in the first instance to talk through any concerns that you have.

If you remain dissatisfied following the outcome of your complaint, you may then wish to contact the Information Commissioner's Office. Please note that the Information Commissioner will not normally consider an appeal until you have exhausted your right of complaint to us directly.

Mail: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Helpline: 0303 123 1113 (local rate) or 01625 545 745
Email: casework@ico.org.uk
Website: www.ico.org.uk

Changes to this notice

We may change this notice. When we make changes to this notice, the 'last updated' date at the bottom of this page will also change. Any changes to this privacy notice will apply to you and your data immediately. If these changes affect how your personal data is processed, we will take reasonable steps to let you know.

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