

Sirona care & health ChatHealth Privacy Notice

What is a privacy notice?

This privacy notice is aimed at users of our ChatHealth Service that is provided within our Children's School Nursing Service. It explains how information that we collect from you is used and who we might pass it on to.

About ChatHealth

ChatHealth is a safe and secure messaging platform which helps you get confidential help and advice from the school nursing team that are employed by us. Your privacy and the safety of your personal information is extremely important to us.

Your confidentiality

Our school nursing team that use ChatHealth messaging usually offer the opportunity for you to ask for help and advice anonymously, without giving your name. Your conversation is also confidential. Except for in some exceptional circumstances, a school nurse will not normally inform anyone that you have been in touch or tell them what you have been speaking about.

Information that is seen when you send text messages

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.

Opting out

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

Supporting you in exceptional circumstances

In some exceptional circumstances, like if something you tell your school nurse gives them reason to believe your safety or someone else's safety is at significant risk, their duty of care requires further action to be taken. For example, they might notify other healthcare, welfare or emergency services which can help to ensure you are safe and well. If they do need to tell someone else about something you have said, they will usually try to speak with you first.

In exceptional circumstances, information relating to your mobile phone number may be used to try to locate you. If you have sent a STOP message, the school nurse you are speaking with may ask us to over-ride it so they can try and check that you are safe from harm.

Information that is recorded and who can see it

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 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 school nurse during the conversation. Alternatively, 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.

How records of conversations are used

Keeping 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 long information is kept for

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.

We work in partnership with Leicestershire Partnership NHS Trust – who provide the ChatHealth application to us. No information is kept long term by this organisation. 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.

Information security

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. All ChatHealth technical staff and partners are bound by strict confidentiality rules which prevent them from sharing, disclosing or onwardly processing information about you.

How you can help

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 also remember that, when you send SMS text messages to speak with a school nurse through ChatHealth, your chosen mobile network provider also has to act responsibly to ensure the safety of your personal information.

Your feedback

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.

Your rights

Data protection law gives you rights in relation to the way your personal information is being used. This includes the right to access any information which is held about you; the right to change or restrict any information which is being held about you if you think that something is factually incorrect and the right to contact us formally and object to us processing or storing data. For further information, contact us at the address below or email us at Sirona.dataprotection@nhs.net

We must comply with data protection legislation

Under the terms of current data protection legislation, we are required to notify you of the legal reasons we are handling your information. The relevant sections from data protection legislation are:

Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Article 9(2)(h) – processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services

School nurses 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 have with them. Similarly, 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 particular special provisions in law for digital services like ChatHealth which prevent ill-health or offer counselling.

Further questions or comments

If you require further information, then our main privacy notice is available on our website at the following address:

<https://www.sirona-cic.org.uk/policies/>

If you require information in an accessible format or language or if you would like to access the information, we hold about you 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
Kingswood Civic Centre (2nd Floor)
High Street
Kingswood
South Gloucestershire
BS15 9TR

Email: Sirona.dataprotection@nhs.net

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