

Privacy Notice

1. Who we are

This service is provided by Psych-UK Ltd (PUK).

We operate a digital triage service commissioned by NHS North East and North Cumbria Integrated Care Board (NENC ICB) to help assess referrals for ADHD and autism and direct patients to the most appropriate support.

For this service:

- PUK is the Data Controller for how your personal data is used within the triage service.
- NENC ICB is a separate Controller for commissioning, oversight and assurance activities.
- Your GP Practice is a Data Controller for the referral information they send to us and for maintaining your wider patient record.

2. What this service does

The NENC Digital Triage Service is a digital pathway for adult NHS patients seeking help around ADHD concerns. Your GP will initially gather information, before referring you under Right to Choose into this triage service. PUK will then collect further personal and healthcare-related data from you through

- Registration and booking details, and an online self-report questionnaire that enables a clinical review.
- An online appointment with a clinician to support a decision about the most appropriate next step in your care and arrange onward referral, signposting or further assessment requiring you to go back to your GP as outcome data.

This service

- Is not a long-term patient record system, or an emergency service.
- Does hold your data for the duration of the referral episode and to comply with the legal obligations of a healthcare provider to the NHS.

3. What information we collect

We collect only the information needed to provide the triage service.

Personal information

- Name.
- Date of birth.
- NHS number.
- Contact details (email, telephone).

Demographic information

- Address.
- Postcode or location information.

Please note: Whilst we have a responsibility under UK GDPR to maintain complete and accurate records on your behalf, we would ask that you inform us of any changes to name and contact details as soon as possible to maintain complete delivery of this healthcare service.

Health and clinical information

- Tick box and free text responses to screening questionnaires that you complete, including information about symptoms and how they affect you.
- Relevant medical history.
- Impairment based information.
- Safeguarding or risk information.
- Outcomes from clinical review.

Healthcare service information

- Your appointment and attendance details.
- Communication records via text and email.
- Audit logs (who accessed your data and when).

4. Why we use your information

We use your data in identifiable form only in the provision of healthcare to:

- assess your referral and understand your needs
- support clinical decision-making
- identify risks and safeguarding concerns
- decide the most appropriate onward pathway
- communicate with you and your referrer
- meet NHS contractual and safety obligations

Please note the following:

Your data is not used for marketing or unrelated purposes. Any reporting for service improvement, population health management and service management uses only anonymised and aggregated data.

You will not be prescribed medication at appointment within this service.

5. Our legal basis for processing

Under UK GDPR, we rely on:

- Article 6(1)(e) – processing is necessary for a task carried out in the public interest (providing NHS care).
- Article 9(2)(h) – processing of health data for health or social care purposes.

Please note: If our care providers or navigators establish an emergency or vital interests situation, we will process your data under UK GDPR Article 9(2)(c).

6. Who we share your information with

We only share your data where necessary for your direct healthcare or to meet legal obligations.

This will include:

- your GP practice (as a requirement of service)
- NHS NENC ICB (anonymised data for commissioning, reporting, and assurance)

Also invoice validation purposes:

- NHS trusts or onward clinical, community or independent providers involved in your onward care
- approved technology providers supporting the service for communications and appointment purposes (acting under contract and instructions from us)

Please note: If you wish to involve a representative to support you, we will need to record your consent for them to receive any information about you.

7. How we protect your information

We use a range of safeguards, including:

- role-based access controls (only authorised staff can access your data)
- secure systems and encryption
- audit logging of all access and changes
- clinical oversight and governance processes

8. How long we keep your information

We retain your information in line with NHS guidance:

- if your triage forms part of your clinical record, 20 years after last contact or 8 years after death.
- if your referral does not progress 2 years from referral
- after this, your data will be securely deleted

9. Deletion and backups

In our live system your data can be deleted when no longer required. Copies of data may exist in secure backups. These are kept only for short periods for system recovery. Backup data is automatically deleted or overwritten after defined retention periods.

10. Your data protection rights

You have the right to:

- receive copies of your personal data
- request correction of factually inaccurate data
- request deletion (only in certain circumstances)
- restrict or object to processing (only in certain circumstances)
- complain if you are unhappy with how your data is used
- complain about how we have managed any element of data protection

Not all rights are absolute. Some rights may be limited in the use of healthcare data, or where there are other overriding legal and regulatory obligations.

11. Automated decision-making

This service does not make automated clinical decisions. All decisions about your care are made by appropriately qualified clinicians.

12. How to contact us as data controller for this service

If you have questions or concerns/complaints about your data, or need to exercise your information rights, please email information.governance@psychiatry-uk.com.