

Inspire North: Linking Leeds Case Management Systems Privacy Notice

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| **Case Management System Privacy Notice** |
| **What is a Case Management System?**  The Case Management Systems are where we store your data regarding the service we provide.  Your data is stored on SystmOne, a clinical ICT system owned by The Phoenix Partnership (tpp). Incident information will be stored separately on Datix. This is a web-based incident reporting software managed by Inspire North.  **Contact details specific to Case Management Systems**  If you have any queries that about the case management systems at Linking Leeds please email: [**informationgovernance@inspirenorth.co.uk**](mailto:informationgovernance@inspirenorth.co.uk)  **How we use your information via the Case Management Systems**  Inspire North, the parent company of Community Links (of which Linking Leeds is a service) keeps records of information provided to us by  you and other organisations in relation to the support we are providing to you.  Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing your information are:   * Legitimate Interest * Vital Interest * Specific Consent where you have provided consent to us using your data in a certain way such as sharing your record with other care providers.   **Who will have access to my information?**  Organisations who work in a consortia arrangement with Inspire North: access to your personal data is restricted to the agencies that are providing a service to you and is only shared in direct relation to those services. The information will only be used for the purpose of providing the service you need and will be done in your best interests.  *SystmOne*  Linking Leeds operates a ‘unit’ within SystmOne where all information recorded in your placement with the service is stored. SystmOne operates a ‘Share In, Share Out’ functionality with your registered GP Practice and other healthcare providers (where said Practice/provider has its own ‘unit’). It is possible for information to be shared with other healthcare professionals so that all care providers are informed about your care, but only with your explicit consent. Upon engaging with the service, you will be provided with an opportunity to opt out of sharing your data with other SystmOne services involved in your care. You have ultimate control over who can access your information and can at any time request that information recorded onto your patient record by Linking Leeds is made non-visible to other services (such as your registered GP practice). Only services with current (live) referrals can access your record.  Your information will not be shared with third parties outside of this without your consent unless required by law, such as:   1. To other statutory agencies in the event of a safeguarding concern where you or anyone else is likely to be seriously harmed 2. In the detection and prevention of fraud or crime 3. Any legal request by a court or authorised body that requires us to release information to them.   We will always try and tell you when information is being shared unless this increases the risk to you or anyone else, or if we cannot contact you.  If we need to share information without your consent, we will talk this situation through with a senior member of staff and get their permission. We will record what we have shared, why and who with. Unless the situation arises where telling you will increase the risk to you or someone else, we will always inform you where we have shared information in this situation.  **What information is processed?**  We input information provided to us from you and other 3rd parties in relation to the support we are providing.  **Retention Period**  All information gathered on SystmOne is part of your electronic record and is retained by your respective GP practice. All information gathered on SystmOne and Datix will be confidentially destroyed and disposed of seven years after the cessation of the Linking Leeds service in line with Inspire North’s policies and procedures and relevant legislation.  **Will my information be safe?**  Yes, your personal data on SystmOne and Datix is held in accordance with current Data Protection legislation by your GP practice and tpp and Inspire North, respectively. Access to your data is restricted to those directly involved with recording and reviewing an incident, and by members of our Quality and Performance Team in monitoring user activity on the system. If access is requested by a service which does not have a ‘live’ referral this triggers an alert and the staff member must provide reasons why they are accessing the record. All access is monitored on a quarterly basis. If your record is accessed without purpose, in line with GDPR requirements we will notify you and implement our data breach procedure within appropriate timelines.  **What happens if I do not wish my data to be stored within the Inspire North Group?**  We will be unable to provide you with a service if you decline to have your data stored within the Inspire North Group.  **Summary of rights**   * You have a right to request a copy of any personal data we hold about you by making a Subject Access Request. Any request must be made in writing to the address below and include the following information:   + full name – including any previous/other names used   + date of birth   + full address   + telephone number   + any unique registration or ID numbers used with the organisation * You have the right to amend or withdraw any consents you have provided at any time. This will include marketing consents. Should you wish to do this, please contact Inspire North at the address below or alternatively at [**informationgovernance@inspirenorth.co.uk**](mailto:informationgovernance@inspirenorth.co.uk) * If you have any objections in relation to the processing of your personal data by Inspire North, you have the right to lodge a complaint with Inspire North or the Information Commissioner’s Office or with any other relevant supervisory authority. * You have the right to request from access to and rectification of any inaccurate or incomplete personal data held by Inspire North. * You have the right to request that Inspire North (and anyone processing your personal data on Inspire North’s behalf) erases your personal data from Inspire North’s systems and files. (note – there may be occasions in which this is not possible but, in such circumstances, you will be advised appropriately) * For our full privacy policy please refer to our website. For tpp’s privacy policy, please refer to this link: <https://www.tpp-uk.com/legal/privacy-policy> * You have the right to request that Inspire North provides to you, or a third party nominated by you, a copy of all personal data held by Inspire North about you in a data portable format.   The address to use for any matter relating to your data protection rights in relation to the Data Protection Act and GDPR is:  **Information Governance, 3 Limewood Way, Leeds, West Yorkshire, LS14 1AB** |