

Privacy Notice for MHSOP (Mental Health Services for Older People) Patients

A Privacy Notice describes how Tees, Esk and Wear Valleys NHS Foundation Trust (the Trust) will use your personal information. Personal information identifies you as an individual and this notice provides you with details about how your personal information is used to aid/inform your care.

This is a shortened version of the Trust's full Privacy Notice. If you wish to, please view the [full Privacy Notice](#). You can also ask a clinical member of staff to provide you with a paper copy of the full version.

We retain your personal information to enable us to ensure we give you the best care based on your needs.

We keep and use your personal information to help us to look after you and to give you the best care because we have a legal obligation under the Health and Social Care Act 2012 and Care Act 2014 as a National Health Service provider (NHS Trust). Our lawful reason under data protection law for processing your information is that it is necessary for the performance and tasks carried out in your individual care plan whilst you are with us.

Information we collect about you includes:

- Your name, date of birth, current address and your family or carers names and contact details;
- Current health appointments, name of provider and contact details;
- Test results, if known;
- Your current health and social care needs;
- Most recently agreed care plan and date.

We will keep your information according to the NHS records retention times. We will not keep your information for longer than necessary. This is held confidentially and safely in line with NHS guidelines. The retention time for adult mental health records is to retain for 20 years after last contact.

Sometimes it will be necessary to get some of your information from your general practitioner (GP) and from social services.

Version Control

Reference: PN013

Version: 1.0

Last updated: November 2024

Sometimes it will be necessary to share your personal information with external organisations which are involved in your care or treatment. It is not a requirement that your consent is given or asked first.

We may share with other NHS Trusts, such as Acute NHS Trusts, Local Authority Social Services and your GP. We will tell you if this is needed.

Sometimes it will be necessary to share your information even though you don't want us to, but we will have a legal reason for doing this.

We will seek your consent when we use your personal information for reasons not related directly to your care and treatment. You may withdraw your consent at any time.

You have the following rights:

- The right to be informed that we are processing your personal data;
- The right to request a copy of your personal data and other information that we keep about you;
- The right to rectification, you may ask for errors to be corrected;
- The right to erasure (the right to be forgotten);
- The right to restriction of processing;
- The right to object to processing;
- The right to complain to the UK regulator, the Information Commissioner.

Under some circumstances these rights may not apply. For example, the right to erasure is not an absolute right. You may ask to have information erased but we do not have to comply with your request because we are a public authority who process personal information in the public interest. We consider requests for erasure on a case-by-case basis.

Please talk to the Data Protection Officer if you would like advice on any of these rights. You will find contact details below.

Data Protection Officer

Ms Andrea Shotton

Head of Information Governance

Tees Esk and Wear Valleys NHS Foundation Trust

Tarncroft, Lanchester Road Hospital

Lanchester Road

Durham, DH1 5RD

Telephone: [07500 551 039](tel:07500551039)

Email: tewv.dpo@nhs.net

If you think we have mis-handled your personal information and wish to make a complaint, please contact:

Complaints Manager

Tees, Esk and Wear Valleys NHS Foundation Trust

Flatts Lane Centre

Normanby

Middlesbrough, TS6 0SZ

Telephone: [0800 052 0219](tel:08000520219)

Email: tewv.complaints@nhs.net

If you are not satisfied with the response from our Complaints Department, you may raise a complaint with the Information Commissioner's Office:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF

Email: icocasework@ico.org.uk

Telephone: [0303 123 1113](tel:0303 123 1113)

Live chat on [ICO website](#)

If you have any queries or concerns, please ask.