

Cardiff & Vale University Health Board – CYP Mental Health Service Healios Panacea Privacy Notice

This privacy notice explains how Cardiff & Vale University Health Board (the UHB) will collect, use and protect personal data as a Data Controller with regards to the use of the Panacea platform, provided by Healios.

The UHB's CYP Mental Health service will deliver mental health assessments and psychological interventions for children and young people via Healios' purpose-built online clinical delivery platform called Panacea. Panacea is a clinical platform designed specifically for mental health and neurodevelopment services, containing sophisticated features and functionalities that will benefit children, young people, clinicians and the UHB's service.

The UHB will upload the minimum information required to the Panacea secure web-based portal in order to create a client record. Consultations conducted via the platform will be recorded for the purposes of clinical assurance. Please note that this is necessary to provide the service via the platform and, though you will always be made aware of recordings, the UHB does not rely upon consent as the lawful basis for recording consultations.

What is the legal basis for our use of your personal information?

Most of the personal information we process is provided to us directly by you, under the General Data Protection Regulation (GDPR), the lawful bases we rely on for using your personal information are:

- GDPR Article 6 (e) we need it to perform a public task

When we collect data about your health, we also rely on the following lawful basis:

- GDPR Article 9 (2) (h) Provision of preventative or occupational medicine, health or social care or treatment, or the management of health or social care systems

Data Protection Act 2018 – Schedule 1, Part 1, (2) (2) (f) – Health and social care purposes

Your rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

How to complain if you are unhappy about how your data is used

You can complain directly to the Council you can complain directly to:

Cardiff & Vale University Health Board

Email: Uhb.Dpo@wales.nhs.uk

By post: Cardiff and Vale University Health Board, Information Governance Department,
Woodland House, Maes-y-Coed Road, Cardiff, CF14 4TT

You also have the right to complain to the Information Commissioner's Office using the following details:

Information Commissioner's Office (ICO) website

By post: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire,
SK9 5AF

Telephone: 0330 414 6421

Further advice and guidance from the ICO on this issue can be found on the ICO website.