

Privacy Statement – Tees Valley Getting Help Service

Tees Valley Getting Help Together is a team of people who work together to support children and young people across the Tees Valley. The team is made up of:

- **NHS Tees Esk and Wear Valleys NHS Foundation Trust (TEWV)**
- **Alliance Psychology**
- **The Link**
- **The Junction**
- **Teesside Mind**
- **Changing Futures North East**

Even though the everyone in the team work for different organisations, they all work together to help you.

What information we collect about you

To support you safely, we may need to know things like:

- Your name, birthday, and how to contact you
- Information about how you are feeling and what support you have had before
- Things your parents, carers, school or other adults tell us
- Notes from your sessions or meetings
- Anything that helps us keep you safe

We only collect information we really need.

How we use your information

We use your information to:

- Understand what help you need
- Give you the right support
- Let the team working with you share important information with each other
- Check how you are doing over time
- Help keep you safe
- Follow the rules that health services must follow

Who we share your information with

Because we work together as one team, we sometimes need to share your information with the partner organisations we told you about. This helps us give you the best support.

We might also share your information with:

- **Your GP, your school, or other health or social care teams**
- **Safeguarding teams or emergency services if someone is at risk of harm**
- **Other organisations, but only if you or your parent/carers agree**

We will **only share your information without consent if someone is in danger or if we must do so by law.**

We only share the information that is needed, and nothing more.

Why we are allowed to use your information

We follow data protection laws (these are rules that help keep your information safe). We use your information because:

- We need it to do our job and help keep people healthy and safe
- It helps the organisations in the partnership work together
- Sometimes we ask for your consent (your agreement)
- In an emergency, we might need to share information to protect someone

How we keep your information safe

Each organisation uses secure computer systems to store your information. We keep your information private and follow strict rules to stop it being lost or seen by people who shouldn't see it.

We only keep your information for as long as we need to.

Your rights

You have rights over your information. These include:

- Asking for a copy of the information we have about you
- Asking us to change anything that is wrong
- Asking us to delete your information in some situations
- Saying you don't want your information used in certain ways
- Telling us if you are unhappy about how your information has been handled

You can contact us by email using the following:

Alliance Psychology – governance@alliancepsychology.com

The Link – holly@redcarlink.com

If you are unhappy after speaking to us, you can contact the **Information Commissioner's Office (ICO)**, which helps keep people's information safe.

<https://ico.org.uk/>