**NHS England Privacy Information**

Mental health support for patients on the Children and Young People Gender Services waiting list

NHS England’s Privacy Notice (<https://www.england.nhs.uk/contact-us/privacy-notice/)> describes how we use personal data and explains how you can contact us and invoke your rights as a data subject. We will process your information in accordance with the requirements of the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

**We are collecting / processing personal data about you for the following purpose(s):**

* During April 2024 to March 2025, the NHS is offering patients on the Children and Young People Gender Services support with their mental wellbeing, if needed, through local Children and Young People Mental Health services (CYPMH), also known as Children and Adolescent Mental Health Services (CAMHS). Patients on the Children and Young People Gender Services will be contacted to ask if they are happy for their details to be shared with their local CYPMH / CAMH service so they can speak to a professional about how they are feeling. The CYPMH / CAMH Service will not undertake any assessment or treatment regarding gender incongruence as this is done by the new national services in London or the Northwest.

This support offer is voluntary and the patients’ place on the Children and Young People’s Gender Services waiting list will not change.

**The information we will collect includes:**

* patient personal data and contact details
* patient referral form
* patient consent information
* patient risk / harm profile

The legal bases for this processing are:

* Where we process your personal data, we use Article 6(1)(e): exercise of official authority
* Where we process special categories of your personal data, including data concerning your health, we use 9(2)(a) Explicit Consent and 9(2)(h): management of a health or social care.

We collect your personal data for this purpose from:

* Patient referral form which will have been submitted by their clinician at the time they requested to go on to the waiting list for children and young people gender services
* Waiting list transfer from the Tavistock and Portman Gender Identity Development Services

Your personal data is received and used by:

* Your referral and data were received by NHS Arden & Gem National Referral Support Service and held on a waiting list.
* Following consent by the patient (16 years plus) or their family / carer / guardian (patients under 16 years) the referral form and contact details will be shared with Children and Young People Mental Health Services commissioned by your local Integrated Care Board (ICB).

Your data will be stored for the following period:

* Your information will be stored in line with NHS England’s retention schedule, which can be accessed [here](https://www.england.nhs.uk/publication/corporate-records-retention-disposal-schedule-guidance/).

**Accessing your personal information or make a request relating to other rights**

Requests to access to your personal data or invoke your other rights under the Data Protection Act 2018, may be made in writing or by speaking to us. All requests will be recorded, and you may need to provide information to verify your identity and enable us to locate the information, including:

* Full name, address, date of birth, NHS number (requests for health records)
* An indication of what information you are requesting to enable us to locate this in an efficient manner.

For requests in relation to your personal data held by NHS England, please contact the [Customer Contact Centre](https://www.england.nhs.uk/contact-us/privacy-notice/nhs-england-as-a-data-controller#contact_us).

**NHS England as a data controller**

NHS England is a data controller under the UK General Data Protection Regulation and the Data Protection Act 2018. Our head office address is:

NHS England

7-8 Wellington Place

Wellington Place

Leeds

LS1 4AW

You can contact us via our customer contact centre, using the details below:

0300 311 22 33  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

NHS England’s Data Protection Officer is Jon Moore, who can be contacted at:

Delivery Directorate

NHS England

7-8 Wellington Place

Wellington Place

Leeds

LS1 4AW

[england.dpo@nhs.net](mailto:england.dpo@nhs.net)

**Contacting the Information Commissioner’s Office**

You may submit a complaint to the Information Commissioner’s Office at:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

0303 123 1113 (local rate)

01625 545 745 (national rate)

casework@ico.org.uk