CHILD HEALTH INFORMATION SERVICE (CHIS) PRIVACY NOTICE v2

Introduction
Child Health Information Services (CHIS) are commissioned by NHS England to support the monitoring of the care delivered to children.

Please read this Privacy Notice carefully as it sets out the basis on which any personal data we process will be handled. This Notice sets out the types of personal data that we collect about children and will explain how and why their personal data is used. We will also explain how long the data will be kept and when, why and with whom the data may be shared.

The Notice sets out the legal basis we have for processing children's personal data. We will also explain the various rights and choices that you have when it comes to your personal data and how you can contact us.

What personal data do we collect about a child and where from?
Screening, physical examination and vaccination services are monitored to ensure that every child has access to all relevant health promoting initiatives. In support of this the CHIS maintains a record of all children from birth up to the age of 19 and receives data from General Practice, maternity departments, health visitor providers, screening providers and school age vaccination providers.

Who do we share your personal data with?
The CHIS will keep information about all children to ensure we deliver a safe and quality service. The service is maintained by InHealth, an NHS Business Partner contracted by the NHS to deliver this service.

Dispatch of Newborn Baby Blood Spot Result Letters InHealth currently send newborn blood spot result letters via Synertec Ltd and UK Mail who securely print and dispatch our letters via Royal Mail business class. Details of your name and address are provided to support this service. The letter information is only retained for a short period which allows printing and dispatch. Once dispatched, data is retained for 90 days to allow for monitoring of service performance and is deleted afterwards.

How long do we keep your personal data for?
We will keep a child's information for the length of the contract we have with NHS England to supply the CHIS. After this time, we will securely transfer the data to the new provider under instruction from NHS England, then delete all personal data in a secure manner.

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Who has access to your personal data?
In support of child services this data is shared with healthcare professionals involved in delivering NHS services to children, including:

- GP Practices
- Newborn (Neonatal) Hearing Screening
- Newborn Blood Spot
- Independent Midwives
- Safeguarding Team
- Local Education Authority
- School Immunisation Providers (SIPs)
- 0-19 Services (Health Visitor Providers)
- Maternity Departments
- Other CHISs located outside the region (supporting children as they move around)

How will we communicate with you?
We will communicate with you via letter regarding newborn baby blood spot results.

What legal basis do we have for using your information?
The Secretary of State delegates several public health functions to NHS England. The public health functions agreement 2017 – 2018 enables NHS England to commission certain public health services which will drive improvements in population health, and this agreement sets out the service specifications which are to be commissioned to satisfy those public health functions. One such service is the CHIS, and so it is commissioned by NHS England to discharge part of their public health duties.

We process your personal data in accordance with Article 6(1)(e) of UK GDPR, where processing is necessary to deliver patient care under an NHS contract for services commissioned as part of the public healthcare system.

Where we process special category data, such as health information, we rely on Article 9(2)(h), which permits processing where it is necessary for medical diagnosis, the provision of healthcare or treatment, or the management of healthcare systems and services. This processing is carried out by, or under the responsibility of, a health professional or another person subject to a duty of confidentiality.

How do we protect a child's information?
We ensure all personal data is held and processed in a secure way and access to your data is limited to those who have a legitimate interest in your care.
Examples of our security include:

- Encryption – meaning that the information is hidden so that it cannot be read without special knowledge (such as a password)

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- Controlling access to systems and networks, this allows us to stop people who are not allowed to see your data from accessing it
- Controlling access for different user roles, so only certain data required for a specific role is accessible
- Training our staff to ensure they know how to responsibly and securely handle data including how and when to report if something goes wrong
- Regular testing of our technology including keeping up-to-date on the latest security updates

We continually strive to ensure our data security framework offers a robust defence against breaches of data security including through audits.

We are accredited with ISO 9001 Quality Management System, ISO 27001 Information Security Management Standard, and Cyber Essentials Plus. We comply with the NHS Data Security and Protection Toolkit (DSPT), this means we have measures in place to protect your data, keep it safe, and ensure it is used appropriately. The NHS DSPT is a national standard that organisations must meet to ensure they handle personal and health information securely and appropriately.

What rights do you have?
Under data protection legislation, you have rights including:

- Right of access: you have the right to ask us for copies of your personal data. This is called a “Subject Access Request”.
- Right to rectification: you have the right to ask us to rectify personal data you think is inaccurate or to complete information you think is incomplete.
- Right to erasure: in certain circumstances you have the right to ask us to erase your personal data.
- Right to restriction of processing: in certain circumstances you have the right to ask us to restrict the processing of your personal data.
- Right to object to processing: this right arises where Legitimate Interest (LI) is the legal basis for processing, you have the right to object to the processing of your personal data.
- Right to data portability: in certain circumstances you have the right to ask that we transfer the personal information you gave us to another organisation, or to you in a machine-readable format.
- Automated Decision Making (ADM) including profiling: We may use automated systems to support decision-making. Where these decisions have a significant impact on you, we will inform you and you will have the right to request a human review and to challenge the decision.
- Right to Complain

To exercise any of these rights you should contact your GP Practice.

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How to contact us
If you have any questions about this Privacy Notice or the personal data we hold about you, please contact us at:

Name: Data Protection Officer
Address: Burnham Yard, London End, Beaconsfield, Buckinghamshire, HP9 2JH
E-mail: data.protection@inhealthgroup.com

Please ensure you include your full name, date of birth, address and details of the service or records being requested.

Changes to the Privacy Notice
We may change this Privacy Notice from time to time. You should check this notice occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

This Privacy Notice was most recently updated in June 2026.

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