Deapp Organisation Privacy Notice

Our contact details

Diabetes Education App (Deapp), is a project that has been formed by the Children and Young People East Midlands Diabetes Network (CYPEMDN). This network is hosted by Birmingham Women’s and Children’s Hospitals, NHS Foundation Trust. Birmingham Children’s Hospital, Steelhouse Lane, Birmingham, B4 6NH, United Kingdom.

Contact: Marie Atkins, Children and Young People with Diabetes Network Manager for East and West Midlands.

Email: marie.atkins@nhs.net

Phone: 07786541423

Website: https://deapp.nhs.uk

What type of information we have

Deapp is a structured education programme for children, young people and their families and carers and associated members to learn more about Type 1 Diabetes. This education programme is delivered via an online platform with a purpose built app and then followed up with educational resources. Patients have to watch the videos on the app and progress is recorded of this.

Patients are registered via an anonymous code which is unique to them; the only data that is collected from the app itself is which patients have watched certain sessions, the date and time that they have watched it. No personal identifiable information is recorded from patients.

Other members of the family etc are able to also download the app and register themselves; this can be done either by just entering a username and setting up their own password. This data is stored on the back end of the deapp website, but if a person forgets their password they need to re-register this is not stored by the app. We record how many people have downloaded the app, but do not use any usernames or identifiable information for our records.

People register themselves on the app and by registering are consenting to their information being stored on the website.

How we get the information and why we do we have it

The information that we collect from the app, is how many downloads have occurred, what stage of the app people have progressed to, how long it takes them to complete all of the video’s. That is all the statistics that we complete for this app.

What we do with the information

We then use that data which is anonymised in research papers, abstracts and presentations for conferences and reports. This information is shared via the above methods to other NHS organisations that wish to use our product, or to other health organisations worldwide that again wish to use our product.
We will keep the data that is produced from the app, therefore the number of registrations, the sessions completed for as long as the project is running which is indefinite. If the project ceases to exist then this information will be destroyed via closing the website and the app down. All electronic files will be destroyed securely according to NHS regulations.

Your data protection rights

If you wish your username to be removed from the website, you need to delete the app from your mobile device and email marie.atkins@nhs.net

How to complain

If you wish to make a complaint about how the information is stored then please contact:

Mrs Marie Atkins
Children and Young People with Diabetes East and West Midlands Network
Birmingham Women’s and Children’s Hospital
Steelhouse Lane
Birmingham
B4 6NH
Email: marie.atkins@nhs.net
Phone: 07786 541 423
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Our contact details

Name: Children and Young People East Midlands Diabetes Network
Address: Birmingham Women’s and Children’s Hospital NHS Foundation Trust, Steelhouse Lane, Birmingham B4 6NH
Phone Number: 07786 541423
E-mail: marie.atkins@nhs.net

What type of information we have

We currently collect and process the following information:

- Usernames set up by the individual when downloading and registering for the app.
- Progress of how many video’s have been watched, date and time of watching.
- How many app registrations there are.

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have downloaded the app and registered yourself.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting marie.atkins@nhs.net.

(b) We have a vital interest.

(c) We need it to perform a public task.

(d) We have a legitimate interest.

What we do with the information we have

We use the information that you have given us in order to:

- Usernames set up by the individual when downloading and registering for the app.
- Progress of how many video’s have been watched, date and time of watching.
- How many app registrations there are.

We may share this information with other NHS Organisations or other healthcare organisations.

How we store your information

Your information is securely stored on the deapp website which is https://deapp.nhs.uk

Date: 17/10/2019
We keep usernames stored on the app for 10 years. We will then dispose your information by deleting this information securely via NHS regulations.

**Your data protection 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 erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**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.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, 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.

Please contact us at marie.atkins@nhs.net or via phone on 07786 541 423 if you wish to make a request.

**How to complain**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113