

Data Rights & Record Retention

How you can access, correct and question your information - and how long HH keeps records

YOUR INFORMATION, YOUR RIGHTS

HH Training Network respects your right to understand how personal information is used, ask for access, request corrections and raise concerns. We also keep records only for justified periods and dispose of them securely.

1. Purpose and scope

This statement explains the data-protection rights available to people whose information is held by HH Training Network Ltd ("HH", "we", "us" or "our") and how HH retains and securely disposes of records.

It applies across HH Nursing Services, HH Swim School, enquiries, assessments, reports, communications, payments, complaints and safeguarding information.

2. Who these rights belong to

Rights belong to the person the information is about. They may act directly or through an authorised representative. HH may request proportionate evidence of identity, authority or parental responsibility.

For information about a child or young person, HH considers the young person's understanding, wishes, privacy and best interests. In Scotland, a young person aged 12 or over is usually presumed able to exercise their own data-protection rights unless there is evidence otherwise.

3. Your rights at a glance

Your right	What it means
Be informed	Understand what HH collects, why it is used, who may receive it and how long it is kept.
Access	Ask whether HH holds your information and request a copy.
Rectification	Ask HH to correct inaccurate or incomplete information.
Erasure	Ask for deletion where the legal conditions apply. This right is not absolute.
Restriction	Ask HH to limit use of information in certain circumstances.
Object	Object to certain processing, including direct marketing.
Data portability	Request eligible electronic information in a reusable format where the right applies.
Automated decisions	Ask about significant solely automated decisions. HH does not currently use these for clinical decisions.

RIGHTS ARE IMPORTANT - BUT NOT ALWAYS ABSOLUTE

HH may need to retain or withhold some information to protect another person, preserve confidentiality, meet safeguarding duties, maintain an accurate clinical record, comply with law or respond to legal and regulatory matters. HH will explain any lawful limitation.

Making a Data Rights Request

How to contact HH, what information helps and what happens next

4. How to make a request

No legal phrase or special form is required. Requests may be verbal or written. For clarity and security, HH recommends writing to:

- Email: G@hhtrainingnetwork.com
- Post: HH Training Network Ltd, 5 South Charlotte Street, Edinburgh, EH2 4AN
- Website: www.hhtrainingnetwork.com

State that your message concerns a data-protection right or personal-information request.

5. Helpful information to include

- Your full name, contact details and any previous name used with HH.
- The name and date of birth of the child or young person, where relevant.
- Which HH service or time period the request concerns.
- A clear description of the information or action requested.
- Your preferred secure format for receiving information.
- Evidence of authority if you are acting for another person.

6. Requests involving children and young people

The right of access belongs to the child or young person. HH considers whether they understand the request and its consequences. A competent young person may act directly or authorise a representative.

Where a child is not able to exercise the right independently, a person with parental responsibility may usually act on their behalf when this is in the child's best interests. HH will consider the child's views, any duty of confidence, court orders, safeguarding concerns and the possible effect of disclosure.

THE CHILD'S BEST INTERESTS COME FIRST

Parental responsibility does not automatically mean that every confidential record will be disclosed. HH must balance parental involvement with the child or young person's rights, welfare, privacy, maturity and any risk of harm.

7. Identity and authority checks

HH must be satisfied that information is released to the correct person. We request only evidence reasonably needed, such as identity, address, signed authority, parental responsibility or relevant legal documentation.

8. Timescales, clarification and fees

Stage	What to expect
Usual response time	Without undue delay and normally within one calendar month after required identity or authority checks.
Complex or multiple requests	HH may extend by up to two further months and will explain why within the first month.
Clarification	Where reasonably required, HH may ask what information is sought and the time period may pause.
Fees	Normally free. A reasonable fee applies only in limited lawful circumstances.

Access, Corrections & Lawful Limits

How HH prepares information and protects clinical accuracy, confidentiality and safety

9. What you may receive

A response to a valid access request may include:

- Confirmation of whether HH holds or uses your personal information.
- A copy of relevant personal information identified through a reasonable and proportionate search.
- An explanation of the purposes, categories, recipients, retention approach and source of the information, where applicable.
- Information in a clear, accessible and secure format.

HH may offer to explain clinical terminology or the context of a record, but this does not replace independent clinical or legal advice.

10. Information about other people and exemptions

Records may contain information about relatives, professionals or other people. HH must consider their privacy and confidentiality before disclosure. Information may be redacted, summarised or withheld where an exemption or restriction applies, disclosure would identify another person without justification, or release could cause serious harm in circumstances recognised by law.

If information is withheld, HH will provide an explanation where the law permits.

11. Correcting clinical and professional records

HH will correct factual inaccuracies and complete information that is genuinely incomplete. Clinical records must also preserve an accurate history. Original entries are not normally deleted or rewritten; corrections are dated and attributable.

A person may disagree with a professional opinion, assessment finding or clinical interpretation without that opinion being factually inaccurate. Where appropriate, HH may add the person's comments or a supplementary statement so the disagreement is visible alongside the original record.

DISAGREEMENT IS NOT THE SAME AS INACCURACY

HH will correct errors. However, an honestly recorded professional opinion will not be removed simply because it is disputed. A clear note of the person's disagreement may be added where appropriate.

12. Erasure, restriction, objection and portability

These rights apply only where their legal conditions are met. HH may be unable to erase information that must be retained for clinical accountability, safeguarding, legal claims, complaints, insurance, tax, regulatory obligations or the establishment, exercise or defence of legal rights.

Where processing is restricted, HH may continue to store the information but limit other uses. Where an objection is upheld, HH will stop the relevant processing. Data portability is narrower than the right of access and generally applies only to eligible information processed electronically on the basis of consent or contract.

13. Concerns and complaints about a data request

Please contact HH first so that we can review and try to resolve the concern promptly:

- Email: G@hhtrainingnetwork.com
- Use the HH Complaints and Feedback Procedure where appropriate.

You also have the right to complain to the Information Commissioner's Office (ICO). Current guidance and contact details are available at www.ico.org.uk or by telephone on 0303 123 1113.

How Long HH Keeps Records

A public summary of retention, secure disposal and circumstances requiring longer preservation

14. Retention principles

HH keeps personal information only for as long as there is a justified clinical, safeguarding, operational, legal, professional, financial, insurance or regulatory reason. Retention periods are documented in the controlled HH Record Retention and Disposal Schedule and are reviewed when requirements change.

HH's clinical retention approach is informed by current Scottish health and social care records-management guidance and applicable legal and professional obligations. Where more than one category applies, HH uses the longer relevant period.

15. Public retention summary

Record category	Public summary of retention approach
Children and young people's clinical records	Normally retained at least until the person's 25th birthday, or 26th birthday where the young person was 17 when care ended, unless a longer category applies.
Mental health clinical records	May require retention for 20 years after last contact or three years after death if sooner. Where the record concerns a child or young person, HH applies the longer relevant period.
Safeguarding records	Retained in line with applicable safeguarding, inquiry, legal and risk requirements. These records may require extended preservation.
Incidents and complaints	Incident reports: 10 years. Complaints: 10 years after closure, unless a longer hold is required.
Risk assessments and audit reports	Normally 8 years.
Clinical supervision records	Normally 8 years.
Staff, training and CPD records	Normally 6 years after employment or engagement ends. Unsuccessful recruitment records are normally retained for 12 months.
Financial records	At least 6 years, subject to tax, accounting and company requirements.
Insurance and superseded policies	Normally 10 years.
Swimming and activity records	Retained for a proportionate period based on safeguarding, medical, attendance, incident, insurance, payment and legal requirements. Records linked to an incident or concern may be held longer.
Website enquiries and routine communications	Kept only for a proportionate period unless they become part of a clinical, safeguarding, complaint, contractual or legal record.

Secure Disposal, Legal Holds & Review

How HH closes the information lifecycle while preserving records that must remain available

16. Secure disposal and anonymisation

At the end of the retention period, records are reviewed. Information that is no longer required is securely deleted, anonymised or confidentially destroyed. Paper records are cross-shredded or destroyed through an approved confidential-waste process. Electronic records are securely deleted from active storage and other locations where reasonably practicable.

17. When disposal is suspended

HH will suspend routine deletion where information is relevant to an access request, complaint, safeguarding matter, incident investigation, insurance matter, legal claim, regulatory enquiry, public inquiry or another reason requiring preservation. Disposal resumes only when authorised and safe to do so.

RETENTION DOES NOT MEAN UNLIMITED USE

Information retained for clinical, legal or safeguarding reasons remains protected. Access is limited, security controls continue to apply and the information must not be used for an unrelated purpose without a lawful basis.

18. Review and related information

This statement will be reviewed at least annually and earlier where law, professional guidance, HH services or the internal retention schedule changes. Read it alongside the HH Privacy Notice, Children and Young People's Privacy Notice, Consent, Confidentiality and Information Sharing, Clinical Scope and Limitations, and relevant Terms and Conditions.

Guidance sources: Information Commissioner's Office individual-rights and subject-access guidance; Scottish Government Records Management Code of Practice for Health and Social Care, Version 4.0.