



This is the Children and Young People's Therapeutic Support Service and Kent Therapeutic Alliance privacy notice.



Who are we?

- We are Kent County Council. We look after public services which support people in Kent.
- Kent County Council's Public Health department work to support protecting and improving the health of Kent's population.
- NHS Kent and Medway is part of the NHS. The NHS helps people stay healthy and get medical care.
- Salus is an organisation in Kent that supports children and young people with their emotional wellbeing and mental health.
- Emotional wellbeing and mental health mean how someone thinks, feels and acts.
- Kent County Council and NHS Kent and Medway are working with Salus. They have asked

	<p>Salus to run two services.</p> <ul style="list-style-type: none">• Salus runs the Children and Young People’s Therapeutic Support Service.• A therapeutic service helps people by using different therapies.• A therapy means something people do to help their health and to feel better. There are lots of different therapies.• The Therapeutic Support Service helps children and young people who need mild or moderate support with their emotional wellbeing. This means that we can help children with problems like:<ul style="list-style-type: none">○ Trouble sleeping.○ Feeling nervous or worried.○ Not wanting to go to school or take part.○ Feeling down or bad about themselves.• Salus also runs the Kent Therapeutic Alliance. This service helps children and young people who need more support with their mental health. This could mean they need help with:
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- Fears and worries that don't go away easily.
- Feeling sad or low for a long time.
- Keeping themselves safe.
- Salus work with other local organisations to help run the Kent Therapeutic Alliance. They are:
 - Spurgeons.
 - Involve.
 - We are With You.
 - Oasis.
 - CHUMS.
 - Young Lives Foundation.
 - Rising Sun.



Why do we use your information

- We required by law to provide health and social care services. This means we are covered by law to use your information. We do not always have to ask for your permission to use your information.
- We will only share information when we need to do so and with people who need to know. We have security in place to stop information being used in the wrong way.

- We also have to make sure we follow data protection laws. This is the UK General Data Protection Regulation. This means we have to provide certain information to you. We use this privacy notice to keep you updated.



What information will we use?

- We will use your personal information. This can include:
 - Your name.
 - Your address and postcode.
 - Your contact details.
 - Your date of birth.
 - Your school or other place of education.
 - Your sex and gender identity.
- Sometimes we might ask for:
 - Your parent or carer's name.
 - Your parent or carers address.
 - Your parent or carers contact details.
- If you contact us using the internet we may collect your IP address.

- Every device connected to the internet has an IP address. It is different for each device.
- We will also use special category information. This is information that is more sensitive. This can include
 - Your ethnic group.
 - Your culture.
 - Your health information.
 - Your religious beliefs.
 - Sexual orientation.
 - Your wellbeing if you receive support from the service.
- We may collect this information from you, other organisations who look after your health or people that may know you.
- Sometimes we may collect information which is not special category information. It is information we will be very careful with. This can include
 - Your NHS number.
 - Who you live with and your family members.
 - If you have support from social services.
 - If you have been in contact with the police.
 - What you are worried about.

	<ul style="list-style-type: none">○ What is helpful for your wellbeing.● We use this information to:<ul style="list-style-type: none">○ Understand your needs.○ Plan support for your wellbeing.○ Check if our support is helping you.○ Help you have support from other services.○ Check if our service is working for everyone. We do this by asking you for feedback.○ Research to help plan other services we may have in the future.○ Keep you and others safe from harm.○ Share information if the police or court ask us to.○ Share information nationally to help make all services better. This is called the Mental Health Services Dataset. It is part of the NHS.○ Share information with services in Kent and Medway. This is to make sure everyone who needs to know about your support is told. This is called the Kent and Medway Care Record. If you want to find out more
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	<p>about KMCR please visit Kent and Medway Care Record.</p> <ul style="list-style-type: none"> ○ Some staff at Salus are studying for qualifications at a university. Sometimes we share information with their universities about the work they are doing with children and young people. We may ask if you are happy for us to record and share audio or video recordings of sessions you are in. ○ Share information with Kent County Council, if you make a complaint about the Therapeutic Support Service. ○ Share information with NHS Kent and Medway, if you make a complaint about the Kent Therapeutic Alliance. <ul style="list-style-type: none"> ● We only use information for these purposes only.
	<p>Who will we share your information with?</p> <ul style="list-style-type: none"> ● We will only share information to organisations who will help you to look after your health and social care.



- This can include:
 - People working with Salus
 - Organisations working with Salus to deliver the Kent Therapeutic Alliance.
 - Your school or other place of education
 - The Kent and Medway Care Record
 - The NHS Mental Health Services Dataset
 - Services which use the Kent and Medway Care Record and support you
 - Other services that may be able to help you.
 - Universities, when trainee staff in Salus are studying for qualifications.

- We may also share information that has your personal details removed. This helps us to keep track of how well we are doing and what we can do to improve.

- We may also need to share your personal information with the Police, the Courts etc. if we are asked to by law.

How long do we keep your information for?



- We can only keep information for as long as we need it.
- We have a record document that tells us how long we can keep information for. This will be different depending on the information we use.
- We check regularly to make sure we only keep information that is useful to us.



What are my rights?

- You have rights under the UK General Data Protection Regulation. They are:
- know what we are doing with your information and why we are doing it
- ask to see what information we hold about you
- ask us to correct any mistakes in the information we hold about you
- object to direct marketing
- make a complaint to the UK Information Commissioner
- We will let you know if there have been any breaches to your information in line with data protection legislation.



Who can I contact?

- You can contact the [Information Resilience and Transparency Team](#) to exercise your rights.
- You can contact our [Data Protection Officer](#) to make a complaint or raise a concern.
- You can make a complaint to the UK Information Commissioner. You can do this by phoning 0303 123 1113 or [go to their website](#).



How can I find out more information?

- You can use this privacy notice to find out the up-to-date information on how we use your information. This privacy notice was last updated on 16 March 2026.
- You can also view the [Children and Young People's Therapeutic Support Service and Kent Therapeutic Alliance full privacy notice](#) or visit [kent.gov](#).
- Please [email](#) or call 03000 421553 if you require an

	alternative format of this privacy notice.
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