

ESSENCE-D Privacy Notice

For Patients, Parents/Carers, and Clinicians

1. Who we are

ESSENCE-D is a digital platform designed to support understanding of neurodevelopmental needs through structured questionnaires and behavioural insight.

The platform is provided by Malvern-I Ltd (Data Processor).

When used within the NHS, your NHS organisation is the Data Controller.

2. Purpose of this Privacy Notice

This notice explains what personal data we collect, how it is used, who it is shared with, how it is protected, and your rights under UK GDPR.

3. What information we collect

Personal Information: Name (optional), date of birth or age, NHS number (where applicable), contact details.

Special Category Data: Questionnaire responses, behavioural, developmental and emotional indicators, observations from parents, teachers and clinicians.

Usage Data: Login activity, system logs and limited technical data.

4. How your information is used

Used to support understanding of needs, inform clinical assessment, support care planning, enable communication between professionals and improve services. ESSENCE-D does not provide diagnosis.

5. Lawful basis for processing

Article 6(1)(e) Public task.

Article 9(2)(h) Health or social care.

Article 9(2)(i) Public health where applicable.

6. Who we share your data with

NHS clinicians, authorised professionals, education professionals where appropriate, and system administrators under strict controls.

7. Data processing roles

Data Controller: NHS Organisation

Data Processor: Malvern-I

Sub-processors: Cloud and Infrastructure Provider(s)

8. Data storage and security

Data stored in UK cloud infrastructure with encryption at rest (AES-256) and in transit (TLS 1.2+), RBAC, MFA, audit logging and firewalls.

9. Data retention

Retained in line with NHS Records Management Code of Practice and local policies.

10. Your rights

You have rights to access, correct, restrict, object and request deletion of your data where applicable.

11. How to raise a concern

Contact Malvern-I at support@essence-nd.com, your NHS organisation Data Protection Officer or the ICO at ico.org.uk.

12. Use of data for research or service improvement

Data will be anonymised or pseudonymised where possible and subject to governance.

13. Use by clinicians and professionals

Access is role-based, logged and used solely for care purposes.

14. Children's data

Handled with additional safeguards and provided by parents, carers or professionals.

15. Automated decision-making

ESSENCE-D does not make automated decisions and does not replace clinical judgement.

16. Changes to this Privacy Notice

This notice may be updated in line with legal or system changes.