

# Privacy Statement

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This Privacy Statement sets out the data processing practices carried out by Healthwatch Derbyshire (HWD).

We retain and use personal data (information that relates to and identifies living people) to help us carry out our role as the local independent champion for people who use health and social care services.

Find out more about our purpose and what we do at <https://healthwatchderbyshire.co.uk/about/>.

We will always make sure that your information is protected and treated securely. Any information that you give will be held in accordance with the General Data Protection Regulation (GDPR).

## A) Information we collect

- Information about people who use our website feedback centre
- Information about people who share their experiences with us by other means
- Information about people wishing to receive our newsletters
- Information about people who request signposting advice
- Information about our own staff and people applying to work for us
- Information about our volunteers
- Information about our Experts by Experience, who are people choosing to be actively involved in the Mental Health Together service run by HWD.

## B) How we will use your personal information

Personal information about you may be used for the following purposes:

- in our day-to-day work;
- to send you our newsletter where you have requested it;
- to respond to any queries you may have;
- to improve the quality and safety of care.

Personal information you choose to share with us, will be treated as confidential and protected accordingly.

## C) Security

We are strongly committed to data security and we take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption.

We have put in place physical, electronic and managerial procedures to safeguard and secure the information you provide to us.

Only authorised employees and contractors under strict controls will have access to your personal information.

We publish a retention and disposal schedule in our Record Keeping and Retention Policy, which explains how long we keep different types of records and documents for, including records and documents containing personal data. Personal data is deleted or securely destroyed at the end of its retention period. This policy can be found at

<https://healthwatchderbyshire.co.uk/resources/policies-2/>

## D) Information about people who use our website

When you browse through the information on our website, it does not store or capture your personal information. We do log your IP address (as it is automatically recognised by the web server) but this is only so you can download this website onto your device, it is not used for tracking, or any other purpose.

We will only collect personal information provided by you, such as:

- feedback from surveys and online forms
- email addresses
- preferred means of communication.

#### **E) Cookies**

Please be aware that some systems on our website require the use of cookies, but we will always state if this is the case. We will never collect and store information about you without your permission.

Find out more about our use of cookies here <https://healthwatchderbyshire.co.uk/cookie-policy/>

#### **F) Signing up to our newsletter**

If you have requested a copy of our newsletter, or have asked to be on our mailing list to receive this on a regular basis, your preferred method of contact, i.e. your email address or home address, is kept on a database which we access for the purposes of distribution.

This database is kept securely, and you can request to unsubscribe from this mailing list at any time.

#### **G) Information about people who share their experiences with us by other means**

There are a number of ways that we collect feedback from people about their experiences of using health and social care services day to day. Our staff will:

- Visit different health and social care settings to evaluate how services are being delivered
- Visit community groups across the county to gather experiences of care and treatment
- Set up focus groups for people to come together to share experiences
- Distribute surveys for people to complete
- Conduct Enter and View visits during which people are given the opportunity to share experiences
- Receive phone calls from people who wish to share experiences
- Receive emails from people who wish to share experiences
- Receive information requests as part of our signposting service.

Where personally identifiable information is collected we will ensure that we have your consent to keep it, that this has been freely given, and that you are clear how the information is to be used.

We will aim to anonymise information where we can but there may be instances where this is not possible in order to make change happen on your behalf.

There may be exceptional circumstances where we can and will keep the data without consent but we must have a lawful basis for doing so, such as for safeguarding purposes.

#### **H) Personal data received from other sources**

On occasion we will receive information from the families, friends and carers of people who access health and social care services. We use this data to inform providers and commissioners to help them deliver services that work for you.

Where it is practically possible, we will make sure that we have your consent to use information that is about you. We will only process your personal data where there is a lawful basis to do so under current data protection legislation.

#### **I) Publishing information**

In most circumstances we anonymise our data to ensure that a person cannot be identified, unless this has been otherwise agreed and consent has been given.

#### **J) Sharing your data with Healthwatch England**

We are required to share information with Healthwatch England to ensure that your views are considered at a national level. This enables them to analyse service provision across the country and supply the

Department of Health and national commissioners with the information you provide. To find out more information about Healthwatch England go to <https://www.healthwatch.co.uk/about-us>

The information we provide to Healthwatch England contains no personally identifiable data. Any information that is used for national publications is anonymised and will only be used with the consent of a local Healthwatch.

#### **K) Our data systems**

We have a secure digital system which we use to manage our data.

The data within this system is processed to look for trends and themes to highlight issues of concern to service providers and commissioners, and make recommendations for improvement.

Consent is always obtained to store personal information on this system.

#### **L) Information about our own staff and people applying to work with us**

We need to process personal data about our own staff (and people applying to work for us) so that we can carry out our role and meet our legal and contractual responsibilities as an employer.

The personal data that we process includes information about racial or ethnic origin, religion, disability, gender and sexuality. We use this information to check we are promoting and ensuring diversity in our workforce and to make sure we are complying with equalities legislation. Our employees decide whether or not to share this monitoring data with us. This information is kept separate from any personal information, so it cannot be tracked back to an individual.

Other personal data that we are required to process includes information on qualifications and experience, pay and performance, contact details and bank details.

We check that people who work for us are fit and suitable for their roles. This may include asking people to undertake Disclosure and Barring Service (DBS) checks.

We have a legal obligation to comply with the Freedom of Information Act 2000 and this may include the requirement to disclose some information about our employees - especially those in senior or public facing roles. We also publish some information about our staff, including the names and work contact details of people in some roles.

We have a separate privacy notice for current and prospective employees. This gives more detailed information about the data we process, and the lawful basis which permits us to process it.

#### **Information about our volunteers and experts by experience**

We need to process personal data about our volunteers, and experts by experience, who are people who have chosen to become actively involved in our Mental Health Together service.

We process this information so that we can meet our duty of care, our insurance requirements, and ensure efficient administration of expenses, and correspondence.

The personal data we process includes information about racial or ethnic origin, religion, disability, gender and sexuality. We use this information to check we are promoting and ensuring diversity in our workforce and make sure we are complying with equalities legislation. Volunteers and experts by experience can decide whether or not to share this monitoring data with us. This data is kept separate from any personal information, so it cannot be traced back to an individual.

Other personal data that we are required to process includes information about experience, contact details and bank details (for the payment of expenses).

We check that people who volunteer for us or choose to get involved as an expert by experience are fit and suitable for the role. This may include asking people to undertake a Disclosure and Barring Service (DBS) checks.

We are required by law to publish information about our Enter and View Authorised Representatives on our website.

#### **M) How we share information with other organisations**

We only share personal information with other organisations where it is lawful to do so and in accordance with our Information Sharing Policy. Information is shared in order to fulfil our remit which is to pass on your experiences of care to help improve them on your behalf.

We work with Healthwatch England, the Care Quality Commission (CQC), local commissioners, NHS Improvement and our local authority to make this happen.

We will only disclose your personal information where we have your consent to do so, or where there is another very good reason to make the disclosure - for example, we may disclose information to CQC or a local authority where we think it is necessary to do so in order to protect a vulnerable person from abuse or harm. Any such disclosure will be made in accordance with the requirements of the current data protection legislation.

Wherever possible, we will ensure that any information that we share or disclose is anonymised, so as to ensure that you cannot be identified from it.

If you would like more information about how we facilitate the lawful, appropriate and effective sharing of information between Healthwatch Derbyshire and its partner organisations, please read our Information Sharing Policy, which can be found here

<https://healthwatchderbyshire.co.uk/resources/policies-2/>

#### **N) Your rights**

You have the following rights in relation to the personal data we hold on you:

- the right to be informed about the data we hold on you and what we do with it, i.e. as outlined in this privacy policy
- the right of access to the data we hold on you, i.e. by making a subject access request (SAR)
- the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is known as 'rectification'
- the right to have data deleted in certain circumstances. This is known as 'erasure', e.g. if you withdraw consent
- the right to restrict the processing of the data we hold on you
- the right to transfer the data we hold on you to another party. This is known as 'portability'
- the right to object to the inclusion of any information
- the right not to have automated decisions made about you. However, Healthwatch Derbyshire does not make any decisions based on such processes.

Please read our Policy on your Rights in Relation to your Data for more information which can be found here:

<https://healthwatchderbyshire.co.uk/resources/policies-2/>

#### **O) Your right to access information about you**

If you think we may hold personal data relating to you and want to see it please write to [Karen@healthwatchderbyshire.co.uk](mailto:Karen@healthwatchderbyshire.co.uk)

Please read our Subject Access Request Policy which can be found here

<https://healthwatchderbyshire.co.uk/resources/policies-2/>

#### **P) Correcting or deleting your personal data**

If you know that we are holding your personal data and believe that it may be wrong, or if you want it to be deleted or for us to stop using it, you have a right to request that it can be deleted or amended.

Please make your objection in writing to [karen@healthwatchderbyshire.co.uk](mailto:karen@healthwatchderbyshire.co.uk)

Or send it by post to:  
Karen Ritchie  
Healthwatch Derbyshire  
Suite 14  
Riverside Business Centre  
Foundry Lane  
Milford  
Derbyshire  
DE56 0RN

**Q) Complaints about how we look after or use your information:**

If you feel that we have not met our responsibilities under data protection legislation, you have a right to request an independent assessment from the Information Commissioner's Office (ICO). You can find details on their website.

**R) Our contact details and key roles**

Healthwatch Derbyshire is data controller for all of the personal data that you provide us with. Any issues relating to the processing of personal data by or on behalf of Healthwatch Derbyshire may be addressed to:

Suite 14  
Riverside Business Centre  
Foundry Lane  
Milford  
Derbyshire  
DE56 0RN  
Telephone: 01773 880786  
Email: [karen@healthwatchderbyshire.co.uk](mailto:karen@healthwatchderbyshire.co.uk)

Healthwatch is part of a consortium with regards to meeting its requirements to have a designated Data Protection Officer under Article 37 of the GDPR. This consortium is made up of:

- Jo Spenceley, Senior Healthwatch Officer - Research, Reporting and Intelligence PhD, Healthwatch Northamptonshire/Rutland [jospenceley@healthwatchnorthamptonshire.co.uk](mailto:jospenceley@healthwatchnorthamptonshire.co.uk)
- Dean Odell, Research, Data and Communications Officer, MSc, - Healthwatch Lincolnshire [dean.odell@healthwatchlincolnshire.co.uk](mailto:dean.odell@healthwatchlincolnshire.co.uk)
- Karen Ritchie, Chief Executive - Healthwatch Derbyshire.

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Adopted by the Board of Directors on Monday 11 June, 2018.

Reviewed:

Signed by the Chair:



Date: Monday 11 June, 2018

This statement is reviewed annually.