

Healthwatch Hampshire Privacy Statement

This Privacy statement sets out the data processing practices carried out by Healthwatch Hampshire. 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 under the 'what we do' section of our website <https://www.healthwatchhampshire.co.uk/what-we-do>

We will always make sure that your personal data is protected and treated securely. Any information that you give will be held in accordance with the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018.

We also make our Information Asset Register available for people to read to give further clarity about how data relating to them is managed and kept secure. This includes our retention schedule and clear details about the lawful basis for storing and keeping personal data.

Information we collect

We collect personal data from visitors to this website through the use of online forms and every time you email us your details. We also collect feedback and views from people about the health and social care services that they access. In addition, we receive information about our own staff, board members, volunteers and people who apply to work for us.

We also collect information about:

- people who use our website.
- people who share their experiences with us by other means.
- our own staff and people applying to work for us.

Security

We are strongly committed to data security, and we take reasonable and appropriate steps to protect your personal data 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 data.

Information about people who use our website

Please note that this statement does not cover links within this website to other websites.

When you browse through the information on this 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 rather than for any tracking purpose; it is not used for 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

We will tell you why we need your personal information and how we'll use it.

User provided information

When you use our website, as a user or visitor, you may provide, and we may collect personal data. Examples of personal data include your name and email address. Personal data also includes other information, such as geographic area or your preferences, when any such information is linked to information that identifies a specific individual. We will only collect personal information provided by you.

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://www.healthwatchhampshire.co.uk/cookies>

How we will use your personal information

Personal information about you can 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.

This may include any personal information that you have chosen to share with us, but we will treat this as confidential and protect it accordingly.

We will never include your personal information in survey reports.

Signing up to our newsletter

We use a third-party supplier to provide our newsletter service. By subscribing to this service, you will be agreeing to them handling your data.

The third-party supplier handles the data purely to provide this service on our behalf. This supplier follows the requirements of the Data Protection Act 2018 and UK General Data Protection Regulations in how to obtain, handle and process your information and will not make your data available to anyone other than Healthwatch.

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 as part of their role to evaluate how services are being delivered. We also receive phone calls and requests for information directly from members of public as part of our signposting service.

Where personally identifiable information is collected we will ensure that we have your consent to keep it and we will be clear on how we intend to use your information.

We will aim to anonymise information where we can but there may be instances where this is not possible in order to make changes 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

We must ensure that where consent is freely given, data is used only for agreed specific and unambiguous purposes and that you are well informed about how the information will be kept. This includes where it will be stored, details on security and for how long it will be kept. We will comply with current data protection legislation at all times.

Personal information may be collected with your consent through:

- Our signposting and advice service
- When we receive feedback by phone, outreach work or through surveys
- Enter and View activity

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.

Publishing information

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

Sharing your data with Healthwatch England

We are required to share information with Healthwatch England to ensure 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.

Healthwatch England provides a secure digital system for local Healthwatch to manage their data. Other organisations process the data contained within it on behalf of local Healthwatch and a Data Processing Agreement is in place to ensure that this is held securely and according to current data protection legislation.

Find out more about Healthwatch England's purpose and what they do here:

<https://www.healthwatch.co.uk/what-we-do>

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 Healthwatch Hampshire.

Healthwatch England is a statutory committee of the Care Quality Commission (CQC) but acts independently. These organisations must comply with all legal requirements and do not reuse any data for any other reason or make it available to others.

Our data systems

Healthwatch Hampshire uses a secure, cloud-based Salesforce Customer Relationship system that enables us to collect, store and analyse data. Salesforce meets internationally recognised security standards and holds ISO27001 accreditation.

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/belief, 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, and can choose to withdraw their consent for this at any time. Employees who wish to withdraw their consent for us to process this data can let us know.

Other personal data that we are required to process includes information on qualifications and experiences, 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 DBS checks.

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

People joining Healthwatch Hampshire will be asked to complete a 'declaration of interest' form to identify any services with which they have close links (for example, because they have previously worked there or because the service is run by a close relative) or any other issues which could cause a perceived conflict of interest. Staff are regularly asked to update these forms.

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 information about our staff, including names and work contact details of people in some roles.

Information about people who volunteer for us

We need to process personal data about our volunteers including our Board of Directors, so that we can carry out our role and met our legal and contractual responsibilities.

The personal data we process may include information about racial or ethnic origin, religion/belief, 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 volunteers and Board Directors decide whether or not to share this monitoring data with us, and can choose to withdraw their consent for this at any time. Volunteers and Board Directors who wish to withdraw their consent for us to process this data can let us know.

Other personal data that we may process includes information on qualifications and experiences, contact details and bank details (for the payment of expenses)

We check that people who volunteers for us are fit and suitable for their roles. This may include asking people to undertake DBS checks

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

Volunteers and Board Directors joining Healthwatch Hampshire will be asked to complete a 'declaration of interest' form to identify any services with which they have close links (for example, because they have previously worked there or because the service is run by a close relative) or any other issues which could cause a perceived conflict of interest.

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 Board Directors and Enter and View volunteers.

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 data protection policy. Information is shared in order to fulfil our remit which is to pass on your experiences of health and social care services to help improve services on your behalf.

We work with Healthwatch England, a statutory committee of the independent regulator the Care Quality Commission (CQC), local commissioners and service providers, 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 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 individual from abuse or harm. Any such disclosure will be made in accordance with the requirements of the current data protection legislation.

We sometimes use other organisations to process personal data on our behalf. Where we do this, those companies are required to follow the same rules and information security requirements as us, outlined in a Data Processing Agreement. They are not permitted to use or reuse the data for other purposes.

Retention and disposal of personal data

We have a retention and disposal schedule, 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.

Your rights

- **Your right to access information about you**

If you think we may hold personal data relating to you and want to see it please email governance@helpandcare.org.uk or write to Healthwatch Hampshire c/o Data Protection Officer, Unit A49, Aerodrome Studios, 2-8 Airfield Way, Christchurch, Dorset, BH23 3TS

- **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 governance@helpandcare.org.uk, or send it by post to Healthwatch Hampshire c/o Data Protection Officer, Unit A49, Aerodrome Studios, 2-8 Airfield Way, Christchurch, Dorset, BH23 3TS

- **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 <https://ico.org.uk>

Our contact details and key roles

Healthwatch Hampshire 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 Hampshire may be addressed to:

Healthwatch Hampshire
Unit A49, Aerodrome Studios,
2-8 Airfield Way,
Christchurch,
Dorset,
BH23 3TS

☎ 01962 440262

✉ enquiries@healthwatchhampshire.co.uk

Healthwatch Hampshire Data Protection Officer under Article 37 GDPR is Lisa Hovey. You can contact her at governance@helpandcare.org.uk