

Your Information: how it is used and how to gain access to it.

Who we are and what we do?

The Living Well Service, Lock 50 Business Centre, Oldham Road, Rochdale OL16 5RD, delivered by The Big Life Group, is a service which enables people in Rochdale, Heywood, Middleton and the Pennines to improve their health and wellbeing. We use information about you to enable us to provide safe and effective services, which meet both your needs and the needs of the community we serve. This privacy notice sets out how we will use your personal data.

The types of personal data we collect and how we collect it

Usually we will collect this information directly from you. The types of data we collect are:

- **Personal details** (such as name, address, contact information and email) so that we know how to keep in touch with you
- **Details about your family, lifestyle or social circumstances** (such as details about your family and household members) where this is relevant to the service we are providing you with
- **Employment details** (such as where you have previously worked, the jobs you have had) if this is relevant to service we are providing you with
- **Financial details** (such as debt management) if this is relevant to service we are providing you with
- **Services provided** (such as details about any services you have accessed through us or another organisation) so that we understand what has or hasn't worked for you in the past
- Sometimes we also collect **sensitive, personal data** about you. This includes information about your health, religion or beliefs, sexuality, ethnicity, and offending details.

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We collect information about your mental and physical health and other sensitive data (e.g. offending) because it is necessary to be able provide you with this service. There are additional safeguards in place to ensure we understand our duty of confidentiality when processing this type of information.

We collect diversity information (e.g. ethnicity data) to monitor that the services we provide are being delivered equally and fairly to people from all types of backgrounds. In this case, you can indicate that you prefer not to give us this information.

Why we collect your personal data and what our legal basis for doing this is

In most cases, we will process your data because it is necessary to provide you with a safe and effective service. This also includes any steps we have taken at your request to enable you to access this service. We process your personal data in order to:

- Keep a record of your personal details, appointment details and events you have attended so that we have a record of how and when to keep in touch with you and send you information regarding your time with the service.
- Record details about, for example, the interventions and assessments with you so that we are clear about what you need and to provide you with a service that meets those needs
- Evaluate the effectiveness of our service

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for using personal information is

(e) We need it to perform a public task

Under UK GDPR, the lawful basis we rely on for using information that is more sensitive (special category eg health)

(h) To provide and manage health or social care (with a basis in law). See this list for the most likely laws that apply when using and sharing information in health and care.

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In our use of health and care information, we satisfy the common law duty of confidentiality because you have provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses).

In some cases, providing us with your personal data is optional and in these cases, we will make this clear and ask for your explicit consent to process this data by providing you with a consent form. Even if you have given your consent, you will be able to withdraw your consent at any point if you change your mind and the form will tell you how to do this.

National Data Opt-Out

Confidential patient information about your health and care is only used where allowed by law. Most of the time, anonymised data is used for research and planning so that you cannot

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be identified in which case your confidential patient information isn't needed. You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

Who we share your data with

Your information, whether on electronic or paper records – including referral forms/NRT Vouchers/assessments– is personal and sensitive and the processes we use for collecting, storing and retrieving your information are secure to prevent against unauthorised access.

Your worker and their supervisor/manager will usually be the only people authorised to access your information and they will do so to ensure we are providing an effective service. Other managers may need to access your information to investigate complaints, incidents or to audit services.

We will share information with the CURE teams if you have been referred by them. Generally we will not otherwise share your information although there are some situations when we may need to such as when:

- There is a serious risk to the health and safety of others (e.g. children and vulnerable adults)
- Information is required to be used in court
- We need to give information to the police to help detect or prevent a serious crime
- We believe there is a threat to your safety

Where possible we will always inform you when we need to share information for the reasons given above. In other situations (e.g. a request from an employer or insurance company) we will not share your information without your written consent.

Information is shared more widely to monitor and evaluate the quality and performance of services; in these circumstances your name and any other details which may identify you will be removed prior to analysis and inclusion in reports.

All our staff and volunteers are required to adhere to our confidentiality and information security policies. If we find out that an unauthorised person has had access to your information we will inform you and take appropriate action.

How long we keep your data and why

We will store your information according to NHS Department of Health retention periods. This is currently for 8 years after you have accessed the service.

Your rights under data protection law

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Under the data protection law, your rights are as follows:

- You have the right to be informed about how we process your data (this is detailed in this privacy notice)
- You also have the right to request that we correct your data if it's factually inaccurate or incomplete. We are required to respond to requests within 1 month
- You have the right to access a copy of the information we keep about you or authorise another person or organisation to be provided with your information – this is known as a **subject access request**. We are required to provide this within 1 month
- In some circumstances, you have the right to ask us to erase all your personal data (but we may refuse to do this if we can show we have a lawful reason to keep it)
- In some circumstances you have the right to object to data processing or request that data processing is restricted (but we may refuse to do this if we can show we have a lawful reason to keep it)

If you have a concern about the way we are collecting or using your personal data, want to ask us about any of your rights described above or ask us any other questions about this privacy notice, please our Data Protection Officer:

Laurence Housden
Zion Community Resource Centre,
339 Stretford Rd,
Manchester M15 4ZY
loz.housden@thebiglifegroup.com

If you are not happy with our response, you have also the right to complain to the Information Commissioners Office. This is the UK's independent authority. It has enforcement powers and can investigate complaints and compliance with data protection law. Your rights are described in detail on the ICO's website - <https://ico.org.uk/>.

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