



WOLSELEY COMMUNITY AND ECONOMIC DEVELOPMENT TRUST

HEALTHY FUTURES – SOCIAL PRESCRIBING AND HEALTH AND WELLBEING COACHING PRIVACY NOTICE

Healthy Futures Social Prescribing and Health and Wellbeing Coaching Service contact details

Social Prescribing & Health and Wellbeing Coaching Services
Wolseley Trust
Unit 3
Wolseley Business Park
Wolseley Close
Plymouth
PL2 3BY

Telephone: 01752 203673

Your information and what we do with it

The Wolseley Trust takes your confidentiality and privacy rights seriously. This privacy statement is issued by us to those who have been referred to the Wolseley Trust's Healthy Futures Social Prescribing and Health and Wellbeing Coaching Service to explain how we collect, use and manage the personal data we hold about you and how we maintain confidentiality. The terms of this privacy notice are subject to change, so please check it regularly for any updates.

The Lawful Basis for collecting and using your personal information

- Public Task - Article 6 1(e): 'processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Controller;'
- Special Category Data - Article 9 2(h) 'Processing is necessary for the purposes of preventative or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services on the basis of union or member state law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3 of this legislation.'

Please note that we may process your personal data for more than one lawful basis depending on the purpose.

- Contract – If you agree to working with our service, your data is processed in order for us to deliver our contracts with Primary Care.
- Consent – If you consent to working with our service, your data is processed in order for us to work with you effectively when providing support.
- Legitimate Interests – Your data is processed in order for us to provide you with appropriate support.
- Legal Obligation – We process your data to enable us to comply with our statutory obligations.
- Vital Interests – We will only use your personal and special category data to provide and evaluate our service. We do not pass your data to anyone else without your consent except in exceptional circumstances.

What is personal data?

Personal data is information about a living, identifiable individual. Your personal data is any information that can be connected to you personally including your name, address, date of birth and any other demographic details. If you can be identified from the information, it becomes your personal data.

Information held about Healthy Futures clients specifically includes:

- Full Name
- Address and Postcode
- Date of Birth
- NHS Number
- Contact information such as telephone number and email
- Reason for referral and notes of what was discussed during appointments
- Equal Opportunities/Demographic data (based on the 9 protected characteristics as stated by the Equality Act 2010)
 - Age
 - Gender Identity
 - Sexual Orientation
 - Religion
 - Ethnicity
 - Marital Status
 - Disability Status
 - Pregnancy/Maternity Status

Additionally we ask the following:

- Carer status
- If you are a Veteran
- If you have a diagnosis of Dementia or are a carer for someone who has Dementia

Why and how we collect data

We record and use this information to help us keep in touch with you and help us provide the best service we can for you with information you give us about the situation you require help with. Anonymised information is used to report to funders how the service is helping people.

Your information may also be collected for other purposes such as CCTV recordings used for crime prevention, if you make an enquiry/complaint, or complete a survey. In all situations, we are legally bound by UK data protection law.

How do we keep your personal data safe and maintain confidentiality?

You have the right to privacy and confidentiality under the Data Protection Act (2018), the Human Rights Act (1998) and the Common Law Duty of Confidence. We are committed to keeping your personal information safe and secure. All our records are restricted from unauthorised access, use or disclosure. Only those with a legitimate reason can access your personal data. This may be through the use of technology, such as computers, controlled and secured servers or other environmental safeguards.

We have training, systems and policies and procedures in place so that everyone working for us is aware of the high standards we expect them to adhere to when handling personal data.

How long do we keep your personal data for/retention periods?

In 2022 patient/client information began being stored on an electronic case management system called The Joy App which has been commissioned by NHS Devon for use by GP surgeries and Social Prescribing Services. When your file has been closed The Joy App will keep your information safe and secure for a retention period of eight years.

If you accessed the service before the introduction of The Joy App, your information was originally kept as hard copies and securely stored, subsequently scanned and then confidentially and securely destroyed. Your electronic records scanned or created manually are kept for a total of seven years, after which they are permanently deleted in line with the Wolseley Trusts' retention policy.

Who do we share your personal data with?

Healthy Futures Social Prescribing and Health and Wellbeing Coaching Service is a private and confidential service. We feed back information about your progress with your GP surgery via the use of The Joy App's interface with GP Connect or manually via secure NHS email directly with your GP Surgery. We do not share your data with any other person or organisation, unless you have given us permission to do so and it is in your interest.

Confidentiality will only be broken when we have a legal duty to share information or when we believe that there is a serious risk of imminent harm to you or others. This includes; safeguarding issues, acts of terrorism and if we are summoned by a court to provide information about a client.

Your rights relating to your personal data

Personal data shall be processed in accordance with the rights of data subjects under the Data Protection Act 1998. Individuals have various rights within the Act which include:

- The right of access to any personal information the Trust holds.
- The right of rectification, the Trust must correct inaccurate or incomplete data within one month.
- The right to erasure. To have the right to have personal data erased and to prevent processing as long as the erasure does not impact the business activities of the Trust or legislative obligations
- The right to restrict processing.
- The right to data portability. The Trust will provide individuals with personal data in a structured, commonly used, machine readable form when asked.
- The right to object. Individuals can object to personal data being used for profiling, direct marketing or research purposes.
- The right to not have significant decisions that will affect them taken solely by automated process

Some of the above rights may be subject to exemptions in certain circumstances.

Right to withdraw or withhold consent

You have the right to end working with the Healthy Futures Social Prescribing and Health and Wellbeing Coaching Service at any time without notice. However, we may still continue to hold your information securely in line with the Wolseley Trusts' retention policy.

How can I access the information you hold about me?

Under the Data Protection Act (2018) and the General Data Protection Regulation (2018), you have the right to request a copy of the information we hold about you, both on paper and electronic.

To exercise this right please contact the Healthy Futures Social Prescribing and Health and Wellbeing Coaching Service in the first instance.

How to raise a complaint

The Wolseley Trust CEO and Healthy Futures Social Prescribing and Health and Wellbeing Coaching Service team are available to assist with any comments, feedback or concerns that you may have with the service.

If you are dissatisfied with how we have handled your personal data you have right to raise a complaint with the Wolseley Trust CEO and the Wolseley Trust Board of Directors.

Changes to this statement

If this privacy notice changes you will be able to view the most recent notice by visiting our website and downloading this notice from the Plymouth Healthy Futures – Social Prescribing Service Page.

Service or Project Specific Privacy Notices

This notice is specific to those who have been referred to the Healthy Futures Social Prescribing and Health and Wellbeing Coaching Service. Other services or projects delivered by the Wolseley Trust will have their own dedicated privacy notice to tell people what information is being stored and shared. These notices will map out how personal information flows through the service or project and how it is processed.

How to contact us if you have any queries or concerns with this privacy statement

If you have any queries regarding the personal data we hold about you or questions relating to this privacy statement, please contact the Wolseley Trust office on 01752 607449.