



WOLSELEY COMMUNITY AND ECONOMIC DEVELOPMENT TRUST

HEALTHY FUTURES PRIVACY NOTICE

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 service to explain how we collect, use and manage the personal data we hold about you and how we maintain confidentiality.

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:

- Name
- Address
- Date of Birth
- Contact information such as telephone number and email
- Reason for referral and notes of what was discussed during appointments

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 (1998), the Human Rights Act (1998) and the Common Law Duty of Confidence.

Your information is stored as a hard copy and on an electronic data base. 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.

Who do we share your personal data with?

Healthy Futures is a private and confidential service and we do not share your data with any other person, organisation or outside party, unless you have given us permission to do so and it is in your interest. We feed back very basic information about your progress with your GP, but only with your signed consent.

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.

Right to withdraw or withhold consent

You have the right to end working with Healthy Futures at any time without notice. When a file has been closed we keep hard copies of your information for one year, after which it is confidentially and securely destroyed. Your electronic records are kept for seven years, after which they are deleted.

How can I access the information you hold about me?

Under the Data Protection Act (1998) 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 Programme Manager in the first instance.

How to raise a complaint

The Wolseley Trust CEO and Healthy Futures team are available to assist with any comments, feedback or concerns that you may have with the Healthy Futures 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 in any way, we will notify Healthy Futures clients in writing.

Service or Project Specific Privacy Notices

This notice is specific to those who have been referred to Healthy Futures. 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.