



Healthwatch Hackney

Privacy statement

October 2019

Privacy statement

Our privacy statement sets out the data processing carried out by Healthwatch Hackney.

Healthwatch Hackney retains and uses personal data to carry out our role and function as the local independent champion for people who use health and social care services. Personal information is defined as information that relates to and identifies living people.

Read more about what we do [here](#).

Healthwatch Hackney will always ensure your information is protected and treated securely. Any information you give us will be held in accordance with the:

- Data Protection Act 1998
- General Data Protection Regulation (GDPR)

Our Information Asset Register provides further information on how we manage personal data and keep it secure. The register includes our data retention schedule which explains how long retain personally identifiable information and how to dispose of it.

[View our Information Asset Register](#) [Information Asset Register](#)

Ways we collect information

We collect personal information from:

- Online inquiry and membership forms on our website
- In-coming emails from the public
- People's feedback on health and social care services they use
- Staff and people who apply to work or volunteer for us

Information we collect

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

Security

We are strongly committed to data security and 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.

Information about people who use our website

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

The Healthwatch Hackney website does not store or capture your personal information while you browse the site. Our web service recognises and automatically logs your IP address. This allows you to download our website onto your device and is not for tracking purposes. Our record of your IP address is used for no other purpose,

We only collect personal information actively provided by you including:

- Feedback from surveys and online forms
- Email addresses
- Information on your preferred means of communication

Cookies

Some systems on our website require use of cookies, but we will always state where 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](#)

How we 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, if you have requested it
- To respond to your inquiries
- To improve the quality and safety of care

This may include any personal information you have chosen to share with us, but we treat your personal information as confidential and protect it accordingly. We will never include personal information in survey reports.

Subscribing 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 1998 in how they obtain, handle and process your information and will not make your data available to anyone other than Healthwatch Hackney.

Information about people shared with us by other means

We collect feedback in different ways from people on their experience of using health and social care services. Our staff visit different health and social care settings to evaluate how services are delivered. We receive phone calls and requests for information directly from members of the public as part of our signposting service.

Where personally identifiable information is collected, we ensure you have provided consent for us to keep it and we will be clear on how we intend to use the information.

We aim to anonymise information but there are sometimes instances where this is not possible to make change happen on your behalf. There may be exceptional circumstances

Privacy statement

where we can and will keep personal data without consent, but we must have a lawful basis for doing so, for example, for safeguarding purposes.

Where consent is required, we:

- Ensure it is freely given
- Used only for agreed specific and unambiguous purposes
- That you are well informed about how the information will be kept*
- Always comply with current data protection legislation

**including storage, security, period of retention*

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 families, friends and carers of people use health and social care services. We use this data to inform providers and commissioners to help them deliver services that work for you.

Where practical, we will ensure we have your consent to use information 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 circumstances we anonymise our data to ensure individuals cannot be identified, unless this has been otherwise agreed with the individual and consent has been given.

Sharing data with Healthwatch England

We are required to share data Healthwatch England to ensure people's views are considered at a national level. Healthwatch England analyses this data and provides reports to the Department of Health.

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 Healthwatch Hackney.

Our data systems

Healthwatch Hackney uses a secure system to manage data we collect. A third party processes the data on our behalf of Healthwatch Hackney. A Data Processing Agreement is in place to ensure the data is held securely and according to current data protection legislation.

Information about staff and people applying to work with us

We need to process personal data about our staff and people who apply to work for us to carry out our role and meet our legal and contractual responsibilities as an employer.

Personal data includes information on racial or ethnic origin, religion, disability, gender and sexuality. We use this information to check Healthwatch Hackney is promoting and ensuring diversity in our workforce and complying with equality legislation.

Our employees choose whether to share this monitoring data with us and can withdraw their consent at any time by notifying us.

We are required to process other personal data including information on qualifications and experience, pay and performance, contact information and bank details.

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

People joining Healthwatch Hackney will be asked to complete a 'declaration of interests' form to avoid conflicts of interests in our work. The form's purpose is to identify if employees have close links with particular services, for example, because they are a former employee or because the service is run by a close relative. Staff are regularly asked to update these forms.

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

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 Governance 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 can also engage external suppliers to process personal information on our behalf.

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.

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 Contract. They are not permitted to use reuse the data for other purposes.

Retention and disposal of personal data

We publish 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 to access information about you

If you think we may hold personal data relating to you and want to see it please write to info@healthwatchhackney.co.uk

Correcting or deleting your personal data

If we hold personal information on you, for example on our membership data base, you have the right to request that the information is

Privacy statement

- Updated
- Corrected
- Deleted altogether

If you wish Healthwatch Hackney to correct or delete your personal information, email info@healthwatchhackney.co.uk or write to:

Healthwatch Hackney
St Leonard's Hospital,
Block A 1st Floor'
Nuttall Street
London, N1 5LZ

Complaints about how we look after or use your information

If you feel we have failed to meet our responsibilities under data protection legislation, you have a right to request an independent assessment from the Information Commissioner's Office (ICO). Details are available on the ICO [website](#).

Contact details and key roles

Healthwatch Hackney is data controller for personal data you provide us with. If you wish to raise a question or have concerns about the processing of your personal data by, or on behalf of, Healthwatch Hackney, please write to:

Executive Director
Healthwatch Hackney
St Leonard's Hospital, Block A 1st Floor'
Nuttall Street
London, N1 5LZ

info@healthwatchhackney.co.uk
020 3960 7454

Healthwatch Hackney's Data Protection Officer under Article 37 of the GDPR is Darren Morgan. He can be contacted at the above address.