

## **Training and Capacity Team – Privacy Notice for Health Chats**

### **Who we are**

The Training and Capacity team is a service delivered by Living Well, part of the Big Life group, 463 Stretford Road, Manchester M16 9AB in partnership with Rochdale Borough Council. 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

Sometimes we also collect sensitive, personal data about you. This includes information about your health, religion or beliefs, sexuality, ethnicity, and offending details.

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 so that we have a record of where to forward your certificate on completion
- Evaluate the effectiveness of our service

In some cases, providing us with your personal data is optional and in this case, 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.

### **Who we share your data with**

Your information, whether on electronic or paper records - including signing in register and examination paper – is personal and sensitive and the processes we use for collecting, storing and retrieving your information are secure to prevent against unauthorised access.

Your trainer, their admin support and the examination board (RSPH) 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.

There are other situations when we may need to share your information; situations 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.

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 3 years after you have accessed the service.

### **Your rights under data protection law**

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:

Nic Seccombe  
The Big Life Group HQ  
1<sup>st</sup> Floor  
463 Stretford Road  
Manchester  
M16 9AB  
[Nic.seccombe@selfhelpservices.org.uk](mailto:Nic.seccombe@selfhelpservices.org.uk)

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/>.