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Estate, Fareham,
Hampshire
PO16 8UX

PRIVACY NOTICE: THE YOU TRUST

Community Service

NHS Social Prescribing, Health Coaching & Care Coordination: Privacy Notice

How to contact the Team:

The YOU Trust Community Services Team
St Mary's Community Room
St Mary's Road
Portsmouth
PO3 6BB
Tel: 02392 065504
Email: socialprescribing@theyoutrust.org.uk

Your GP surgery as part of a Primary Care network has commissioned the YOU Trust to provide you with non-medical support, advice and guidance. We use the same clinical records system that your GP uses, and have information sharing agreements with them to ensure your privacy.

We meet data protection obligations under the law. We keep all personal data up to date, store and destroy it securely, not retaining excessive amounts of data, protect personal data from loss, misuse, unauthorised access and disclosure by ensuring that appropriate technical measures are in place to protect your data.

What information may we ask you for?

We record:

- Name, address, contact details, DOB, preferred spoken language, medical information or information relevant to support including communication and behaviour, doctors name/other professionals contact details, NHS Number, notes on our conversations and plans as well as your answers to wellbeing questions.
- To ensure that we provide services that are open to all, we collect Equal Opportunities Monitoring information including ethnic origin, religion, gender, marital status, sexual orientation and disability.

Your special data

Information we ask you about yourself that is sensitive, such as ethnic origin, health and sexual orientation, is called special data. We only ask you for this information when we need to so that we can provide you with a service which is relevant, safe for you and our staff and of benefit to you.

How do we collect your personal data?

YOU collects this information in a variety of ways. For example, data is collected through meetings we have with you, from correspondence with you or through interviews. We also receive personal data about you from other organisations – a Health Professional may have made the initial referral.

Where do we store your data?

Data is stored in different places including in your personal file in YOU's management information system and YOU's secure email system stored on our secure servers. We also use the Clinical records system (EMIS/SytmOne) at your GP practice to make notes on our work together.

Why and how do we use your personal data?

We process your personal data including special categories of data in order to be able to provide you with a service including to:

- To work with you to design the support you need
- To protect you or others from abuse or harm
- To help you arrange and receive medical/health services if needed
- To help ensure you receive any welfare benefits you are entitled to
- So that our funders (your GP Practice & Primary Care Network) can check and audit our services and ensure they meet the required standards
- So that we may review, audit and improve the quality of our services and increase their benefit to you

What is our legal basis for processing your personal data?

We always make sure there's a legal basis for processing your personal and special data which could include situations where we have to use or share your information:

- 1. To carry out our aims and goals as an organisation, called 'legitimate interests'**

Providing Support

YOU has a legitimate interest in processing your personal data including sensitive data before, during and after the end of our period of supporting you. We have carried out a legitimate interests assessment and where necessary a data privacy impact assessment which is available for you to view by asking the Community Services Manager. Processing your data allows us to deal with a referral for us to assist you and maintain up to date records about the care, support & advice we provide. This is essential for us to be able to provide you with a service.

Your data is kept confidentially and is only accessed by those who work in the service and their line managers who quality control to ensure you receive a safe and excellent service.

We may also have to use your data to respond to and defend against legal claims.

Evaluation

We also collate service data and anonymise it, so it is not intrusive on your privacy, with no personal identifiers and may present this in reports to your GP Practice, The Department of Health, Integrated Care Board or Local Authority, NHS England or other stakeholders. We use the information to understand what we do well, what needs to improve and what the gaps exist in local service provision,

We hope that through evaluating our service as a whole this will help in the future planning and provision of health and social care services, including the social prescribing service and other local community support.

There are wider public benefits as it leads to information and intelligence about services to inform public policy. If the data was not processed then there would be a lesser evidence base for service delivery, improvement and public policy making.

YOU is always happy to explain exactly how we use this data and the reports we make and you can view them if you wish.

YOU has assessed whether these interests are overridden by the rights and freedoms of those who use the service and have concluded that they are not.

2. To protect your life, called 'vital interests' –

You may become very unwell when you are with us and we may have to share information with the emergency services.

3. Special data

We process your special data in the substantial public interest as a service as it is necessary to the provision of this support and advice service and to meet our safeguarding duties under the law.

Who is your data shared with?

Your data will be treated as confidential and will only be shared internally including with staff and volunteers who work within the organisation and their manager, their line managers in the charity, the finance and central administration department and the IT staff who need access to data in order to perform their roles. Occasionally your information could be shared with our Human Resources team if this relates to a matter pertaining to a member of staff or volunteer who is working with you.

Exceptions

Your GP will receive a report of the areas that the Social Prescribing Service has worked with you on. This will be recorded in notes on the GP Clinical Records System. We may also send an update to the Health Professional that referred you to the service, if not your GP.

YOU shares your data with some third parties that process data on our behalf to be able to provide you with a service. This includes software providers with whom we contract for case management, rota management and lone working systems for staff safety. These organisations are under a duty of confidentiality and implement appropriate technical and organisational measures to ensure the security of data.

Sometimes we need to share your personal information including special data as part of our work with you and on your behalf to other organisations involved in your care.

You may wish for us to refer you on to a service or organisation. Where this happens we will ask for your express consent to share this information and will only share it with those named individuals or organisations for as long as we provide you with a service. This will be through a "Permission to Share" form.

There are occasions when we have to share information with a third party such as the police or housing benefit where the law requires us to do so.

We share information in writing, email, or verbally and where possible we would use secure e mail to communicate with anyone outside of YOU.

YOU does not transfer your data to countries outside of the European Economic Area.

How does YOU protect your data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed and is not accessed except by its employees and volunteers in the performance of their duties. YOU has a Data Protection Policy, Archiving Policy and all staff and volunteers undertake Information Governance Training. You may request a copy of our Data Protection Policy by writing by calling YOU on 01329 825930.

How long does YOU keep data?

We will hold your data for no longer than is necessary and for as long as we continue to work with you. Once we stop working with you, we will hold your records in secure archives for 7 years for insurance purposes, legal claims or for safeguarding purposes and then securely destroy it.

Your rights

You have a number of rights as a data subject. You can:

- Require us to change incorrect or incomplete data
- Ask us to erase your data where it is no longer necessary to retain such data.
- Object to the processing of your data where we rely on legitimate interest as the legal ground for processing
- Ask us to stop processing your data for a period if the data is inaccurate or there is a dispute about whether or not your interests override YOU's legitimate grounds for processing data.

If you would like to exercise any of these rights or would like to obtain information we hold about you then please contact the CEO The YOU Trust, Delme 1, Delme Place, Fareham, PO16 8UX.

If you believe that the organisation has not complied with your data protection rights you can complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF