



Lancaster District Community & Voluntary Solutions Privacy Notice Relating to: Link Worker Evaluation

What information do we process?

When you complete a Link Worker Evaluation, we receive:

- Your name
- Your date of birth
- Your answers to questions about your engagement with our services.

How do we collect this information?

We collect this information from the online form.

Why do we need this information?

We need your answers to the questions about your engagement with our services in order to assess how well we are doing, and to inform changes in the way we deliver services.

If you choose to provide your name and date of birth, and also indicate that you accessed or attended services we suggested, we will use this information to record your attendance at those services.

Storage, processing and disposal of your personal data

We store this information on a system provided by Microsoft and process it using their software. We accept Microsoft's terms of service which state how their systems comply with data protection legislation and GDPR. Further information can be found at

<https://docs.microsoft.com/en-gb/legal/gdpr>

We separate and retain your answers relating to your satisfaction with our services on an aggregated basis. You cannot be identified from these answers.

If you identify yourself to us and tell us about services you have accessed or attended, we will record this information on our social prescribing software which uses web-based software and servers owned by Access UK Ltd. Lancaster District Community & Voluntary Solutions is the client of Access UK Ltd for the purposes of the North Lancashire Digital Directory of Services and is the controller of the data.

Your data is processed in order to provide this service and we do not share or transfer it to any other systems without your consent. With the exception of identity and contact information, which we will retain for 6 years, your information will be removed from the

platform once your care pathway is complete and we are satisfied that we have no legal requirement to retain it.

Who do we share this information with?

We share this information with providers who receive social prescriptions if you agree we can do so, and with the GP surgery that referred you.

What are your rights over personal information we hold for this purpose?

You have certain rights under UK law (see <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>).

You have the right to a copy of all the information that we hold about you (apart from a very few things which we may be obliged to withhold because they concern other people as well as you). You also have the right to have any inaccurate information changed, and to ask us to permanently delete and/or cease processing information. To exercise any of these rights, telephone or e-mail us. We will first need to verify your identity and then will aim to reply within 20 working days and, in any case, within the legal maximum of 30 days.

If you have any concerns about the data we hold on you, you can raise these by writing to us at hello@lancastercvs.org.uk, or telephoning 01524 555900. You also have the right to lodge a complaint with the Information Commissioner's Office (<https://ico.org.uk/concerns/>)

You can find further information in our Data Protection Policy, published on our website or available through the contact details above.

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