



Lancaster District Community & Voluntary Solutions

Privacy Notice

Relating to: Health Coach Referrals

What information do we process?

When you complete the Health Coach Referral form, we collect personal data, including:

- Your name, date of birth and gender
- Your contact details (address, email, phone number, etc..)
- Your NHS number
- Information you choose to tell us about your additional needs, health conditions, or other information you think we need to know.

If you have been referred to us by somebody else, they may also tell us about:

- Any risks they associate with providing services to you
- The details of your next of kin
- Any medical information they think is relevant to providing services to you

In the course of providing health coaching to you, we may also collect other personal data, including:

- The GP and surgery you are registered with
- Data about your physical health including blood pressure, respiratory capacity etc..
- Data about your mental wellbeing and motivation

With your consent, we may contact you to invite your participation in additional research involving activities such as, but not limited to; surveys, focus groups, interviews, and diaries. This is an opportunity for you to shape services.

This Privacy Notice explains how and why we do this, and your rights over this data.

How do we collect this information?

We first collect information using an online form hosted on our website at www.lancastercvs.org.uk/health-coaching

We may further collect information in conversation with you, or through tests and surveys we conduct in your presence and with your consent.

Why do we need this information?

We need this information in order to effectively deliver health coaching activities with you, to assess your progress over the coaching period and beyond, and to tell your healthcare provider about your progress.

We may also use your information to assess our own effectiveness in providing the service.

We gather, process and share this information under the legal basis of consent - that you have given clear permission for us to do so for a specific purpose, and under the special legal purpose of health and social care.

How do we store, process and dispose of this information?

The information is initially stored on systems provided by Microsoft UK Limited. We accept their 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>

Your data is then transferred and processed on a secure case management system called Best-You, provided by ICE Creates LTD. We accept their terms of service which state how their systems comply with data protection legislation and GDPR. Further information can be found at <http://info.best-you.org/privacy-policy/>

With the exception of identity and contact information, which we will retain for 6 years or until our contract to provide this service ends (whichever is sooner), other personal information will be removed from the platform once our work with you is complete and we are satisfied that we have no legal requirement to retain it.

Aggregated, population level information created from the processing of individual data, from which it is not possible to identify individuals, will be retained indefinitely.

Who do we share this information with?

We may share information about your physical and mental health gathered through tests and surveys with your GP or hospital. We will keep you informed as we do this and will seek your consent. In some situations the law may require us to share information whether or not you have consented, in particular if we discover information that may put you or others at risk of harm if not shared.

We will share anonymised and aggregated information about populations and outcomes with Active Lancashire and with other organisations in order to help us evaluate the Health Coaching Project and promote our work. Individuals are not identifiable from this data.

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

You have certain rights relating to personal data 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. To ask for changes, or obtain a copy of the information we hold, 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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