



Lancaster District Community & Voluntary Solutions Privacy Notice

Relating to: North Lancashire Digital Directory of Services LDCVS Hub

What information do we process?

When you are referred to the LDCVS Hub we receive:

- Your name (surname, first name, others as available)
- Your address
- Your contact telephone number and/or email
- The reason for referral
- Any relevant medical and health and safety information

The person referring you should have requested your consent to share this information.

Signposting

We may 'signpost' you to a service which can support you. This means we will get in touch with you to discuss a provider which may meet your needs, supply their details, and if needed support you to contact them. With your consent, we may tell the organisation which referred you what we have done.

Social Prescription

Alternatively, we may create a 'social prescription'. This means that the provider we suggest is capable of receiving the data in your referral and will make direct contact with you. We will make sure you agree before we do this. We will send your name and contact details to the provider by email.

The provider may use the system to record information about your attendance, will encourage you to update your wellbeing scores, and may provide a summary of your interaction with their services. With your consent, we may send this information to the organisation which referred you.

If the provider wants to use your information in their own systems, to help them work with you, they must separately make sure that you provide consent.

How do we collect this information?

We collect this information from the organisation which referred you, from our conversations with you, and from any provider involved in your social prescription.

Why do we need this information?

We need this information to contact you, determine which services can help you, and understand what interaction you have had with them. This is under the legal basis of consent - that you have given clear permission for us to process your personal data for a specific purpose, and under the special legal purpose of health and social care.

Storage, processing and disposal of your personal data

Information we receive from the organisation which referred you is initially stored and processed on systems provided by Microsoft UK Limited, before being transferred to Access UK Ltd and deleted from Microsoft's systems. 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>

Subsequently, your data is stored and processed using 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 received from the organisation which referred you and any provider whose services you access.

Your data is processed 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.

We also retain aggregated data on system usage and wellbeing scores in order to assess the effectiveness of the Directory and service providers. It is not possible to use this aggregated information to identify individuals.

Who do we share this information with?

With your consent, we share this information with providers who receive social prescriptions, and with the organisation 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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