

Privacy Policy

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE

1. Who we are

- a. Healthwatch Nottingham and Nottinghamshire ("We") are committed to protecting and respecting your privacy.
- b. This policy (together with our terms of website use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting our website you are accepting and consenting to the practices described in this policy.
- c. For the purpose of the Data Protection Act 1998 and the 2018 new data protection legislation introduced under the General Data Protection Regulation (GDPR) and Data Protection Bill, the data controller is Healthwatch Nottingham and Nottinghamshire of Unit 1, Byron Business Centre, Duke Street, Hucknall, Nottinghamshire, NG15 7HP.

2. Information we may collect from you

We may collect and process the following data about you:

- a. Information you give us. You may give us information about you by filling in forms on our site or by corresponding with us by phone, e-mail or otherwise.
- b. This includes information you provide when you:
 - i. register to use our site;
 - ii. subscribe to our service;
 - iii. post a review;
 - iv. participate in any discussion boards or other social media functions on our site;
 - v. submit a feedback form;
 - vi. enter a survey;
 - vii. report a problem with our site
 - viii. apply to work for us
- c. The information you give us may include:
 - i. your name
 - ii. address;
 - iii. e-mail address;
 - iv. phone number;
 - v. photograph.
- d. Information we collect about you. With regard to each of your visits to our site we may automatically collect the following information:
 - i. technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - ii. information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you

viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

- e. Information we receive from other sources. We may receive information about you if you use any of the other websites we operate or the other services we provide. In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

3. Information about people who share their experiences with us

We collect feedback from people about their experiences of using health and social care services through a range of methods.

Our staff and volunteers visit different health and social care settings and speak to service users as part of their role to evaluate how services are being delivered.

We collect information through paper, electronic and phone surveys, interviews and focus groups.

We receive phone calls, emails and letters sharing experiences and making requests for information directly from members of the public as part of our public duties.

We make every reasonable effort to anonymise personal experiences at the point when we record it. When we use this data to produce reports we make further efforts to ensure it remains anonymous. It is not possible to guarantee full anonymity for all who provide us with information but we make every reasonable attempt to provide this.

Our lawful basis for processing this data is the performance of a public task: *“Obtaining the views of people about their needs for, and their experiences of, local care services and making these known through reports and recommendations about how care could or should improve.”* This task is detailed in Section 221, 2.c of the Local Government and Public Involvement in Health Act of 2007.

We do not require consent to process data for public purposes and the data is not personally identifiable. Personal information may be collected and used with your consent through:

Our signposting service to enable us to respond to your query. We usually delete your contact information once we have responded to your query. We may retain your contact details for a short period so that we can respond to your query.

4. Personal data received from other sources

On occasion we will receive information from the families, friends and carers of people who access health and social care services. We use this data to inform providers and commissioners to help them deliver services that work for you. Where it is practically possible and necessary, we will seek your consent to use information that is about you. We will only process your personal data where there is a lawful basis to do so under current data protection legislation.

5. Publishing information

In most circumstances we anonymise our data to ensure that a person cannot be identified, unless this has been otherwise agreed and consent has been given.

We are required to publish our reports and recommendations and the responses from organisations that respond to these. Where we feel it is reasonable to do so we will accommodate such responses through making reasonable changes to our reports, for example where clarification of factual inaccuracies is provided.

6. Sharing your data with Healthwatch England

We are required to share information with Healthwatch England to ensure that your views are considered at a national level. This enables them to analyse service provision across the country and supply the Department of Health and national commissioners with the information you provide.

[Find out more about Healthwatch England's purpose and what they do.](#)

The information we provide to Healthwatch England contains no personally identifiable data. Any information that is used for national publications is anonymised and will only be used with the consent of a local Healthwatch.

7. Information about our own staff and people applying to work or volunteer with us

We need to process personal data about our own staff (and people applying to work or volunteer for us) so that we can carry out our role and meet our legal and contractual responsibilities as an employer.

The personal data that we process may include information about racial or ethnic origin, religion, disability, gender and sexuality. Where we collect this it is used to check we are promoting and ensuring diversity in our workforce and to make sure we are complying with equalities legislation.

Our employees, applicants and volunteers are free to decide whether or not to share this monitoring data with us, and can choose to withdraw their consent for this at any time. Employees who wish to withdraw their consent for us to process this data can let us know.

Other personal data that we are required to process includes information on qualifications and experience, pay, contact details and bank details.

We check that people who work or volunteer for us are fit and suitable for their roles. This may include asking people to undertake [Disclosure and Barring Service](#) (DBS) checks.

We have a legal obligation to comply with the Freedom of Information Act 2000 and this may include the requirement to disclose some information about our employees and volunteers - especially those in senior or public facing roles. We also publish some information about our staff, including the names and work contact details of people in some roles.

8. Security

We are strongly committed to data security and we take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption.

We have put in place physical, electronic, and managerial procedures to safeguard and secure the information you provide to us.

Only authorised employees and contractors under strict controls will have access to your personal information.

9. Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our cookie policy.

10. Uses made of the information

We use information held about you in the following ways:

- a. Information you give to us. We will use this information:
 - i. to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
 - ii. to provide you with information about other services we offer that are similar to those that you have enquired about;
 - iii. to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you.;
 - iv. to notify you about changes to our service;
 - v. to ensure that content from our site is presented in the most effective manner for you and for your computer;
 - vi. to send you our newsletter where you have requested it;
 - vii. to respond to any queries you may have;
 - viii. to improve the quality and safety of care.
- b. Information we collect about you. We will use this information:
 - i. to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - ii. to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
 - iii. to allow you to participate in interactive features of our service, when you choose to do so;
 - iv. as part of our efforts to keep our site safe and secure;
 - v. to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
 - vi. to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
- c. Information we receive from other sources. We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

11. Disclosure of your information

- a. We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.
- b. We may share your information with selected third parties including:
 - i. Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.
 - ii. Analytics and search engine providers that assist us in the improvement and optimisation of our site.
- c. We may disclose your personal information to third parties:
 - i. In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
 - ii. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of website use and other agreements; or to protect the rights, property, or safety of Healthwatch Nottingham and Nottinghamshire, our customers, users or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

12. Where we store your personal data

- a. The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.
- b. All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.
- c. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

13. Your rights

- a. You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at info@hwnn.co.uk.
- b. Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any

responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

- c. If you think we may hold personal data relating to you and want to see it please write to info@hwnn.co.uk
- d. If you know that we are holding your personal data and believe that it may be wrong, or if you want it to be deleted or for us to stop using it, you have a right to request that it can be deleted or amended. Please make your objection in writing to info@hwnn.co.uk
- e. If you feel that we have not met our responsibilities under data protection legislation, you have a right to request an independent assessment from the Information Commissioner's Office (ICO). You can find details [on their website](#).

14. Access to information

- a. The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act
- b. HWNN will normally respond to your request within one month.
- c. If you have made a number of requests or your request is complex, we may need extra time to consider your request and we can take up to an extra two months to respond.
- d. If we are going to do this, we will let you know within one month that we need more time and why.
- e. Any access request to provide a copy of any information that we hold on you will be processed free of charge. However, HWNN can charge a reasonable fee to cover our administrative costs - if we think your request is 'manifestly unfounded or excessive'.
- f. We can also charge a fee if you ask for further copies of your information following a request. If we do charge a fee, the one-month time limit does not begin until they have received the fee.

15. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

16. Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@hwnn.co.uk.

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