

# **Privacy Statement – Community Health and Wellbeing Worker Project**

## **1. Introduction – explanation of privacy and the policy**

1.1. The CHWW Partnership includes the following organisations:

- Volunteer Cornwall, Acorn House, Heron Way, Malpas, Truro TR1 2XN Data Registration Number Z7520254
- The Chaos Group, 3 St Clements Veay, Truro TR1 1RN Data Registration Number ZB193457
- Dracaena Centre, Dracaena Avenue, Falmouth TR11 2ES Data Registration Number ZB538343
- St Austell Healthcare, 1 Wheal Northey, St Austell PL25 3EF Data Registration Number ZA233624
- Store House, Seymour Avenue, Newquay TR7 1BL Data Registration Number Z8645186
- Newquay Orchard, Urban Biodiversity CIC, Trevenson Road, Newquay TR7 3BW Data Registration Number ZB177124

1.2. This Privacy Notice sets out the basis by which any personal data we collect from you, or that you provide to us, will be processed by us, in accordance with the General Data Protection Regulations (GDPR) and the Data Protection Act.

## **2. Purpose of data processing**

2.1 The CHWW Project provides health and wellbeing support to households, to attempt to address health inequalities. The Community Health and Wellbeing Workers' role is to engage with all age groups as appropriate, and the level of support is that of a light touch approach with signposting and referrals to services, over a three year period of this project. We work in partnership with voluntary sector and health organisations and need to collect information about you in order to provide these services and, depending on the service, information about your family and other people associated with supporting any needs you may have. We will retain information in line with organisation retention schedules or as long as we are legally required. Currently, data needs to be retained for seven years.

2.2 We need to use this personal, and often sensitive information to help make the right decisions about the type of support you may need, and to check whether the services are helping you as they should. We will always comply with the General Data Protection Regulation, and the Data Protection Act.

2.3 We provide access to services in partnership with other agencies and providers on your behalf. Social Care, education and health care workers in Cornwall often work together in teams providing support to people living in the community. Sometimes some of the information held by social care and education staff needs to be shared with staff working in other Council departments and staff employed by the Police, Schools, National Health Service (NHS), other Health organisations, and other charities or organisations working on our behalf. Full details can be found on each organisations website listed in 1.1.

We will advise you when we collect the data who it will be shared with and why.

This is to ensure that you receive appropriate care, support and treatment. Sharing this information also helps avoid you being asked for the same information more than once.

## **3. Why we need information about you**

3.1 To allow us to identify opportunities to identify other support that may help you. educational, early help and support needs.

3.2 To ensure you receive services best suited to your needs and circumstances.

3.3 To help us monitor and improve services as part of the evaluation of this project.

#### **4. Who we will share your information with**

4.1 We will only use this information in conjunction with the services provided to you by this project. We may also share your information with colleagues within the National Health Service and health colleagues if this is necessary to enhance the support we provide, or to protect another person or where we have a legal obligation to share with another public body.

4.2 Whenever your consent to share your information is required, we will always ask you and clearly explain why we are asking.

#### **5. Will we share information without consent or knowledge?**

In the following circumstances, the law allows information to be shared without your consent or knowledge:

5.1 To aid in the prevention and/or the detection of crime.

5.2 If your behaviour constitutes a serious risk of harm to yourself, others, including any children to whom you may have access.

#### **8. Your Data Rights**

Your personal information belongs to you and you have the right to:

- Be informed of how we will process it.
- Request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way).
- Have it amended if it is incorrect or incomplete.
- Have it deleted (where we do not have a legal requirement to retain it).
- Withdraw your consent if you no longer wish us to process.
- Restrict how we process it.
- Object to us using it for marketing or research purposes (if it is used for this purpose).
- Object to us using it in relation to legal tasks or in the exercise of an official duty.
- Request that a person reviews an automated decision where it has had an adverse effect on you.

#### **9. Accessing your data**

If you would like to access any of the information we hold about you or if you have concerns regarding the way we have processed your information, please contact:

The relevant Data Protection Officer at Volunteer Cornwall, The Chaos Group, Dracaena Centre, St Austell Healthcare, Store House or Newquay Community Orchard.

#### **10. Complaints, Compliments and Comments**

Our complaints team can be contacted via the addresses listed at 1.1 above.

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office. Tel: 0303 123 1113 or online: <https://ico.org.uk/concerns>

### Household Resident Data Consent

I have spoken to my Community Health and Wellbeing Worker about being referred to the Service. I understand that being part of the CHW Service will require relevant personal data to be securely stored in accordance with GDPR requirements.

- I consent
- I do not consent

### Consent form for Evaluation of Community Health and Wellbeing Service, Cornwall

We will be evaluating our Community Health and Wellbeing Service to ensure that we are getting things right and, if we are not, where we can improve things. To this end, we will analyse information about people who use our service to see what difference we are making to their health and wellbeing. This will include relevant health and wellbeing measures, and your use of some local services.

In doing so, all information will be **anonymised** and any individual level data will be **securely stored and confidential**.

- I understand and give consent for my personal data to be used to evaluate this service.
- I do **not** give consent for my personal data to be used to evaluate this service.

### Consent for MYCaW data collection

We use a questionnaire called MYCaW in our data collection. Meaningful Measures Ltd operates the licence for MYCaW and collects anonymised and non-identifiable data to create a database of anonymised concerns/symptoms/activities. This data collection helps organisations understand peoples' needs. Your MYCaW data will be fully anonymised and sent securely ONLY to Meaningful Measures Ltd, for more information see the website: [www.meaningfulmeasures.co.uk](http://www.meaningfulmeasures.co.uk)

- I understand and give my consent.
- I do **not** give my consent.