

Social Prescribing – Privacy Notice

What information do we collect from you?

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes first name, maiden name, last name, marital status, title, nationality, date of birth and gender.
- **Contact Data** includes address, email address and telephone numbers.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect where required information which is categorised as Special Category Data under the General Data Protection Regulation. This includes:

- **Health Information** NHS number, medical conditions and needs, carer needs, GP surgery
- **Ethnicity**
- **Religion**
- **Sexual Orientation**

We use different methods to collect data from and about you including through direct interactions. You may give us your Identity, Contact, Marketing and Communications Data and Special Category Data by filling in forms or by corresponding with us by post, phone, email or in person. This includes personal data you provide when you or someone on your behalf refers for our service with the online form or forms embedded in IT systems as set out on the next page.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our public task category is being used for data handling where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please [Contact us](#) if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing
To register you as a new client	(a) Identity (b) Contact (c) Special Category	(e) Necessary to carry out our public task (Article 6) (h) Necessary for reasons of substantial public interest (health and social care) (Article 9)
<p>To deliver the Social Prescribing service which will include:</p> <p>(a) Identifying and discussing medical and social needs</p> <p>(b) Making recommendations and signposting to services that may be of benefit</p> <p>(c) Contacting and referring to services/organisations on your behalf</p>	(a) Identity (b) Contact (c) Special Category	(e) Necessary to carry out our public task (Article 6) (h) Necessary for reasons of substantial public interest (health and social care) (Article 9) (a) Consent (Article 6)
<p>To monitor outcomes of the service which will include:</p> <p>(a) Asking you to complete a questionnaire at the beginning and end of the service</p>	(a) Identity (b) Contact (c) Special Category (d) Profile	(e) Necessary to carry out our public task (Article 6) (h) Necessary for reasons of substantial public interest (health and social care) (Article 9)
<p>To manage our relationship with you which will include:</p> <p>(a) Notifying you about changes to our terms or privacy policy</p> <p>(b) Asking you to leave a review or provide a testimonial for a case study</p>	(a) Identity (b) Contact (c) Profile (d) Marketing and Communications	(c) Necessary to comply with a legal obligation (Article 6) (e) Necessary for our public task (to keep our records updated and to study how customers use our products/services) (Article 6)
To ensure our legal obligation to report safeguarding issues is met	(a) Identity (b) Contact (c) Special Category	(c) Necessary to comply with a legal obligation (Article 6)

Who we will share your data with

We may have to share your personal data with the parties set out below for the purposes set out in the table above.

- Specific third parties including Surrey Heath Citizen's Advice Bureau and Voluntary Support North Surrey with whom we deliver the Social Prescribing Service in partnership with.
- The Surrey Heath Integrated Care Partnership with whom we have a Data Sharing Agreement. This includes: Surrey Heath Clinical Commissioning Group; Surrey and Borders Partnership NHS Foundation Trust; Surrey County Council Adult Social Care; Virgin Care Services Ltd; Frimley Health NHS Foundation Trust; South East Coast Ambulance Service; North Hampshire Urgent Care, Surrey Downs Clinical Commissioning Group; Phyllis Tuckwell Hospice. Information will only be shared with your explicit consent.
- Monitoring information is sometimes required to be provided to partners such as Adult Social Care, Clinical Commissioning Groups (CCG), Commissioning Support Units (CSU) and Frimley Health Integrated Care System (ICS).
- In addition we may share your information with other borough councils and voluntary sector organisation where services you request or express an interest in are not provided directly by Surrey Heath Borough Council.
- If a change happens to our service, then the alternative provider may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Transferring data outside of the EEA

We do not transfer your personal data outside the European Economic Area (**EEA**).

How we handle data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

How we handle data breaches

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

How long will we retain your information for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we have to keep basic information about our customers (including Contact and Identity data) for 6 years after they cease being customers for internal administration purposes.]

In some circumstances you can ask us to delete your data, contact the [Data Protection Officer](#)

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

What are my rights with regards to data?

Please see Your Legal Rights section of the main Privacy Notice.

<http://www.surreyheath.gov.uk/council/information-governance/how-we-use-your-data#7>