



## **Privacy and Transparency Notice**

### **Healthwatch clients**

Healthwatch Tameside is part of Action Together. Action Together's data protection and data security policies apply to all our work. Any confidential or sensitive information relating to Healthwatch clients is kept securely and only accessible to people who have a legitimate reason to access it.

Your privacy and the security of your personal information are extremely important to us. Any information about you will only be used in accordance with this policy and here we explain what we do to keep it secure. The data we collect is either necessary for the service that we provide to you or to keep you informed about our services if you have requested us to do so. We will only share your data with third parties if we need to do this to provide our service to you or if you have given us permission to share it.

### **What sort of information do we collect/hold?**

1. Information about you that has been sent to us with your permission, by someone referring you into our service.
2. Information that you provided when filling in forms, on our website, by telephone or at events.
3. Information you provide or is provided to us which relates to you when you use our services. This includes information we may collect as part of an Enter and View or similar visit to health and care facilities or services.
4. We retain information about the services we have provided to you such as what they were, when and where. This may include information about any support or advice we have given to you.
5. If you register to receive our communications, we retain your information to send you periodic newsletters for example.
6. Any contact information that you agree to share with us, for the purpose of following up your experiences of care and better understanding how improvements can be made.



## **Why do we process information relating to our clients?**

Healthwatch uses information from our clients for the following three purposes:

1. We use information about your experiences of, and aspirations for, local health and care services to help quality monitoring and improvement of these services.
2. We use information from you to provide you with information and help you to make informed choices about the care you receive.
3. We use information from you to support you as part of our Help with NHS Complaints service.
4. Information collected in relation to the Healthwatch statutory Enter & View power is handled in accordance with the relevant Healthwatch Regulations (<https://www.legislation.gov.uk/uksi/2013/351/contents/made>)

## **Who do we share information with?**

We share information about you in the following ways:

1. We share anonymised feedback and reports with commissioners and providers of health and care services and with other local stakeholders who have an interest in these services. We do this in ways that make it difficult to identify individual people. If we think your individual experience would be a powerful case study and you might be identified in it, we will always ask you for permission before we share it with anyone.
2. We make referrals on behalf of some of our clients. These referrals are to other services we think you will find helpful. We will ask for your permission before making a referral.
3. We liaise with other organisations on behalf of our clients as part of our information service. We will always contact you and ask for your permission before we do this.
4. We share anonymised information about the services and support we have provided. We are required to do this for monitoring and evaluation purposes.
5. In exceptional circumstances, we may share information about you where we believe this is in your vital interests. For example, if we think you are seriously unwell or in danger and you urgently need help that we are not able to provide ourselves.



## **Links to other sites**

Please be aware that our website or communication may share links to other websites where we feel it is beneficial, however we are not responsible for the privacy practices of other sites.

## **Keeping you informed about our services**

We would like to keep you informed about our services and where you have consented to do so we may do this via post, email, text message, phone, online, social media or other electronic means. To continue to receive this information you will be asked to opt in. We won't send this information to you if you tell us not to, but we may still need to send you information directly linked to the service we are supplying to you. You can opt-out of our marketing communications at any time.

## **Your rights**

You have the right to access the personal information we hold about you. We will provide this information free of charge, however we may need proof of your identity and written notification to do so.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

You have the right to ask us to delete your personal information if we are not entitled to use it any more or we are keeping it for too long.

We will always retain your information in accordance with the law and current regulation which may change from time to time, but we will not hold your data longer than necessary.

## **Social Media**

When using our website or social media you may be able to share information for example when you like, share or comment on our services. When doing this your personal information may be visible to the providers of the social networks and other users. It is your responsibility to set appropriate privacy settings on your social network



accounts so you are comfortable with how your information is used and shared on them.

## **Contact Us**

If you would like to exercise one of your rights as set out above or you have a question or complaint about this policy or the way your personal information is processed, please contact us by one of the following means:

By post                      The Data Protection Officer  
                                    Action Together CIO  
                                    80 Union Street  
                                    Oldham  
                                    OL1 1DJ

By Telephone              0161 339 2345  
By email                    [dp@actiontogether.org.uk](mailto:dp@actiontogether.org.uk)

You also have the right to lodge a complaint with the UK regulator, the Information Commissioner. Go to [ico.org.uk/concerns](https://ico.org.uk/concerns)

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