



YOUR RIGHT TO PRIVACY

SERVICE USER

What does The Care Forum (TCF) do with your personal information?

TCF is serious about protecting your privacy and storing your data securely. This leaflet explains how we keep your confidential information safe.

What information do we collect?

When you sign up to Ways to Wellbeing, as this is an NHS funded service provided in collaboration with your GP we will need to share this information with them. We collect your name, address, telephone number, email contact and call this your **CONTACT INFORMATION**

To get you the support you need, we will need some details about the support you require. We call this **SENSITIVE PERSONAL INFORMATION**

We need to monitor who uses our services for equalities purposes and may have information about your age, disability, ethnicity, gender or sexuality. We call this **DEMOGRAPHIC DATA.**

Where is this information kept?

TCF keeps all of these records on password protected encrypted databases hosted in the UK. They regularly updated with secure protection. No one can access these systems unless they are authorised by TCF to do so.

We do not keep paper records.

Why do we collect this data?

TCF collects this data for the following reasons:

CONTACT INFORMATION	So that we can stay in touch and let you know what is happening at TCF
SENSITIVE PERSONAL INFORMATION	So that we know what support needs you have and we can make sure we are meeting those needs.
DEMOGRAPHIC DATA.	So that we can tell funders who is using our service and identify if there are any groups who we are not reaching.

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TCF will only collect information it really needs, and will only keep that data for a period of time required either by law or for a period where it must be retained for business purposes, usually only 12 months.

What do we do with this data – who can see it?

CONTACT INFORMATION	TCF will not share this information with any third party other than your GP surgery, unless you give us consent to share it or if we feel you or another person is at risk of harm, including safeguarding concerns.
SENSITIVE PERSONAL INFORMATION	TCF will only share this information if you give us explicit consent to share it, or if we feel you or another person is at risk of harm.
DEMOGRAPHIC DATA.	We do not share this data in any way where you could be identified. We only provide anonymous reports <u>e.g.</u> 64% of users are women and 36% are men. No one outside of TCF will ever see the personal demographic data you share with us.

What happens now?

We need to ask for you to give your consent for TCF to hold the information as described above in order to provide you with a service. We cannot hold your data unless you consent for us to do so.

What if I change my mind?

At any point you can choose to stop having your data stored by TCF. All you need to do is email us on wastowellbeing@thecareforum.org.uk or call on 0117 965 4444 and ask us to “Delete my data”

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