

Service: Wellbeing Prescribing

Data Controller: Runnymede Borough Council, Civic Centre, Station Road, Addlestone, Surrey, KT15 2AH

Data Protection Officer: Natalie Lacey

Introduction

We collect and process personal data relating to our service users in order to provide services to the community. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the organisation collect?

The organisation collects and processes a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number, date of birth, gender and ethnicity;
- information about your marital status, next of kin and their emergency contact details;
- information about medical or health conditions, including whether or not you have a disability and your NHS number

The organisation collects this information in a variety of ways. For example, data is collected through referral forms and appointment forms, through discussions held with a staff member in person or by telephone, email or post.

Why does the organisation process personal data?

This service is voluntary and engagement with you is based on your consent. For example, we need to process your data to enable referrals or requests for services or support from other organisations to be provided, which will have been agreed with you in advance. We will also need to process personal data as part of the monitoring of performance in providing the Wellbeing Prescribing service.

In some cases, we need to process data to ensure that we are complying with our legal obligations. For example, we have a duty to report safeguarding issues to the appropriate authority.

Who has access to data?

Your information may be shared with the parties set out below for the purposes stated above.

- Surrey County Council (including Adult Social Care)
- North West Surrey Clinical Commissioning Group
- Surrey Heartlands Health and Care Partnership
- Other departments within Runnymede Borough Council
- Emergency services
- Your GP

In addition we may share your information with other borough councils and voluntary sector organisations where services you request or express an interest in are not provided directly by Runnymede Borough Council.

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 and data protection laws. They are also obliged to implement appropriate technical and organisational measures to ensure the security of data.

The organisation will not transfer your data to countries outside the European Economic Area.

How does the organisation protect data?

The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Data will only be processed by members of staff authorised by the Data Controller for this purpose. Access to our systems is limited to authorised members of the Independent Living team whose job role requires access to the personal data.

For how long does the organisation keep data?

We will hold your personal data for 6 years after our service ceases to provide a record of your engagement with the service and document the consent we received to process your information.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a subject access request);
- require us to change incorrect or incomplete data;
- ask us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- ask Runnymede Borough Council to stop processing data

You can make a subject access request by completing the organisation's form for making a subject access request. This can be found at the web address below, or can be requested by contacting us on 01932 838383.

<https://www.runnymede.gov.uk/article/14634/Can-I-ask-for-personal-information-about-myself->

If you believe that Runnymede Borough Council has not complied with your data protection rights, you should initially contact our Data Protection Officer and if dissatisfied with the outcome you can make a complaint to the Information Commissioner. The website address for further information on making a complaint to the Commissioner can be found below:

<https://ico.org.uk/make-a-complaint/>