



Your Information: how it is used and how to gain access to it.

Who are we?

Be Well Social Prescribing Service is delivered by The Big Life Group, Zion Centre, 339 Stretford Rd, Manchester, M15 4ZY. Pathways, Citizens' Advice Manchester, One Manchester, Wythenshawe Community Housing Group and Manchester City Council. We use information about you to enable us to provide safe and effective services, which meet both your needs and the needs of the community we serve. This privacy notice sets out how we will use your personal data.

What information we collect and how we collect it.

Usually, we will collect this information directly from you, but sometimes we may collect this indirectly from someone else such as a GP or other health professional through our referral process. The types of data we collect are:

- **Personal details** (such as name, address, contact information and email) so that we know how to keep in touch with you.
- **Details about your family, lifestyle or social circumstances** (such as details about your family and household members) where this is relevant to the service, we are providing you with.
- **Education and training details** (such as where you study) if this is relevant to service we are providing you with.
- **Employment details** (such as where you have previously worked, the jobs you have had) if this is relevant to service, we are providing you with.
- **Financial details** (such as debt management) if this is relevant to service we are providing you with
- **Services provided** (such as details about any services you have accessed through us or another organisation) so that we understand what has or hasn't worked for you in the past.
- Sometimes we also collect **sensitive, personal data** about you. This includes information about your health, religion or beliefs, sexuality, ethnicity, and offending details.

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We collect information about your mental and physical health and other sensitive data because it is necessary to be able to provide you with this service. There are additional safeguarding procedures in place to ensure we understand our duty of confidentiality when processing this type of information.

We collect diversity information (e.g. ethnicity data) to monitor that the services we provide are being delivered equally and fairly to people from all types of backgrounds. In this case, you can indicate that you prefer not to give us this information.

Why we collect your personal data and what our legal basis for doing this is?

In most cases, we will process your data because it is necessary to provide you with a safe and effective service. This also includes any steps we have taken at your request to enable you to access this service. We process your personal data in order to:

- Keep a record of your personal and appointment details so that we have a record of how and when to keep in touch with you.
- Record details about, for example, referrals, assessments, and support plans with you so that we are clear about what you need and to provide you with a service that meets those needs.
- Evaluate the effectiveness of our service.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for using personal information is

(e) We need it to perform a public task

Under UK GDPR, the lawful basis we rely on for using information that is more sensitive (special category e.g. health)

(h) To provide and manage health or social care (with a basis in law). See this list for the most likely laws that apply when using and sharing information in health and care.

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In our use of health and care information, we satisfy the common law duty of confidentiality because you have provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses).

In some cases, providing us with your personal data is optional and, in these cases, we will make this clear and ask for your explicit consent to process this data by providing you with a consent form. Even if you have given your consent, you will be able to withdraw your consent at any point if you change your mind and the form will tell you how to do this.

National Data Opt-Out

Confidential patient information about your health and care is only used where allowed by law. Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed. You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose

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to opt out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

Who we share your information with.

Your information, whether on electronic or paper records - including referral forms and clinical records – is personal and sensitive and the processes we use for collecting, storing, and retrieving your information are secure to prevent against unauthorised access.

Your worker, administrator and their supervisor/manager will usually be the only people authorised to access your information and they will do so to ensure we are providing an effective service. Other managers may need to access your information to investigate complaints, incidents or to audit services.

You may be receiving care from other organisations such as the NHS or social services or other services within the Big Life Group or third sector organisations. We may need to share some information about you with them so we can all work together for your benefit. We will only ever pass information about you to them if they have a genuine need for it. Your GP will be routinely sent a discharge report when you exit the service.

There are other situations when we may need to share your information, situations when:

- There is a serious risk to the health and safety of others (e.g. children and vulnerable adults)
- Information is required to be used in court.
- We need to give information to the police to help detect or prevent a serious crime.
- We believe there is a threat to your safety.

Where possible we will always inform you when we need to share information for the reasons given above. In other situations (e.g. a request from an employer or insurance company) we will not share your information without your written consent.

Information is shared more widely to monitor and evaluate the quality and performance of services; in these circumstances your name and any other details which may identify you will be removed prior to analysis and inclusion in reports.

All our staff and volunteers are required to adhere to our confidentiality and information security policies. If we find out that an unauthorised person has had access to your information we will inform you, and take appropriate action.

How long we keep your data and why.

We will store your information according to records retention periods, for 8 years after you have left the service.

Your rights under the data protection law.

Under the data protection law, your rights are as follows:

- You have the right to be informed about how we process your data (this is detailed in this privacy notice)

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- You also have the right to request that we correct your data if it's factually inaccurate or incomplete. We are required to respond to requests within 1 month.
- You have the right to access a copy of the information we keep about you or authorise another person or organisation to be provided with your information – this is known as a subject access request. We are required to provide this within 1 month.
- In some circumstances, you have the right to ask us to erase all your personal data (but we may refuse to do this if we can show we have a lawful reason to keep it)
- In some circumstances you have the right to object to data processing or request that data processing is restricted (but we may refuse to do this if we can show we have a lawful reason to keep it)

If you have a concern about the way we are collecting or using your personal data, want to ask us about any of your rights described above or ask us any other questions about this privacy notice, please our Data Protection Officer:

Laurence Housden
The Big Life Group HQ
1st Floor
463 Stretford Road
Manchester
M16 9AB
loz.housden@thebiglifegroup.com

If you are not happy with our response, you have also the right to complain to the Information Commissioners Office. This is the UK's independent authority. It has enforcement powers and can investigate complaints and compliance with data protection law. Your rights are described in detail on the ICO's website - <https://ico.org.uk/>.

Additional details for Children's Records (Under 18)

Referral Information

- All under 16 year-olds referred into service require consent from their parent/guardian as well as their emergency contact details for this.
- All 16–17 year-olds require an emergency contact in the form a trusted adult that we can refer to should we have any concerns we need to discuss.
- ***If you are under the age of 18 we may need to contact a parent or guardian if we feel you are at significant risk.***
- Our CYP referral form now contains a multi-agency consent tickbox, so that where appropriate, individuals may be discussed at frontline workers meetings to support with accessibility needs and joint working.

When could my information be shared?

You usually have to give permission for your information to be shared. This is known as giving your consent. People can share your information with your consent if:

- You ask them to. For example, if you ask your doctor or teacher to share what you've told them with your parents, carers or guardians.
- You agree to this. For example, if you agree to your information being shared with another service, like CAMHS, so you can be referred there.

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- It will help you to get good care. For example, if you're getting support from a mental health service, your notes could be shared within the service. This is to make sure that if you see a different doctor, they know how to support you.

Could my information be shared without my consent?

In some situations, your information may need to be shared without your consent. This is called 'breaking confidentiality'.

It should only happen if:

- There are concerns that you're at risk of serious harm or you're in danger. For example, if you've told someone that you're being abused, they may need to share this to make sure you stay safe.
- There are concerns that someone else is at serious risk of harm or that they're in danger. For example, if you tell someone your sibling is feeling suicidal, they may need to share what you've said with someone else. This is to make sure your sibling stays safe.
- You're unable to make the decision about sharing your information. For example, if you're not able to understand what you're consenting to and what might happen if you say yes or no.
- Someone is told they have to by law. For example, if the information is needed for a court case.
- If the professional does need to tell someone what you've told them, they should always try to tell you first.

What if I tell someone I'm self-harming?

You might be worried about telling professionals that you're self-harming because you don't want your parents, carers or guardians to find out.

It's important to know that this won't always happen.

The person you're speaking to will want to do what is best for you. For example, they will consider how you feel about your parents, carers or guardians knowing, and whether there are any risks to them knowing.

Their decision on whether to tell someone else will depend on:

- Your age. *If you are under the age of 18 we may need to contact a parent or guardian if we feel you are at significant risk or this would be of benefit to your safety planning.*
- How big they think the risk to your safety is. If they don't think there is a risk of serious harm, they might be able to support you to manage your feelings without having to tell your parents or carers.
- If you're not sure whether the person you're speaking to will keep what you've said private, you can ask them.

If they say they need to tell someone, you can discuss this with them and agree on the best way to do this.

This might feel scary, but it's important to remember that opening up can help you to get the right help and support.

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For more information on self-harm, see Manchester Mind's page [Information for 11-18 year olds on coping with self-harm - Mind](#)

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