

Privacy Notice for Healthy Lifestyle Trainer Service

Information Held About you

In order to provide Healthy Lifestyle Support services to you, it is necessary for us to collect and hold personal information about you. This information will include:-

- Basic details about you such as address, telephone number, email address
- Contact we have had with you, such as meetings, phone calls and support sessions
- Details of support received
- Copies of referral forms

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Herefordshire Council.

How will we use the Information we hold about you?

We will collect information about you (where applicable) to:-

- Make contact and arrange appointments
- Signpost to other services
- Improve delivery and monitor performance of the service
- Provide more accessible services

What is the legal basis for us to process your data?

The legal basis for processing the data is:-

- your consent, which you can withdraw at any time by notifying us

Who we will share your information with

We may share your information with partner organisations, including:-

- Ignite CIC – To support delivery of the Active HERE Pathway
- Tiller Research – To provide monitoring and evaluation data using DCRS, allowing the evaluation of the Active HERE project.
- Herefordshire & Worcestershire Sports Partnership – for the purposes of Active Here and postural stability course to increasing physical activity
- Halo – signposting for lifestyle support interventions such as weight management
- Data Collection Recording System DCRS – monitoring of service delivery, performance and evaluation to improve service delivery
- Pharmoutcomes
- Herefordshire Council – Public Health department as the commissioner of the service – reporting back performance of service
- Herefordshire Council – Sustainable & Active Travel Team – supporting delivery of the DfT access fund – this includes the team communicating with people trained on behalf of the project to act as health champions

- Herefordshire Council – Communications Department – providing communications support for the service – for example, sending out newsletters supporting development of case studies to promoting the service.

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How Long do we Keep your Records

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for 3 Years. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the Information Governance Team, Herefordshire Council, Plough Lane, Hereford HR4 0LE or via email, informationgovernance@herefordshire.gov.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to assess your needs and delivery the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact Healthy Lifestyle Service in the first instance. You can also contact the Data Protection Officer, Herefordshire Council, Plough Lane, Hereford HR4 0LE, email: informationgovernance@herefordshire.gov.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>

<Version, Date>