



# DATA PROTECTION PRIVACY NOTICE, POLICY & PROCEDURES

## THE SWANSEA WELLBEING CENTRE

UPDATED SEPTEMBER 2022

### 1. The Beneficiary (Client) Form's Privacy Notice

The Swansea Wellbeing Centre is committed to respecting the privacy of everyone who uses the services both online and in our building. We want you to understand how we use and protect the personal information that you provide to us, making every effort to ensure that your personal information is processed in a reasonable, fair, open and transparent manner. The Centre will fully comply with the Data Protection Act 2018 and the UK General Data Protection Regulation.

The Swansea Wellbeing Centre ("The Centre") collects personal information about you to process your referral and give you the best possible service of support.

#### **Information we collect**

The personal information collected by us will be limited to that which is essential to allow us to provide the support you require and deserve. This includes your name, address, contacts details (including your email address and mobile number where you have provided these) alongside any health-related information required for the delivery of services, for example:

- Disability information (such as physical or learning disabilities) and racial/ethnic origins.
- Data concerning health and sex life (such as substance abuse, domestic abuse, mental health, depression, and pregnancy).
- Details of any ancillary support services/agencies being used by you (such as family GP, health advisors, social workers)
- Data relating to diversity and inclusion.
- Monitoring forms for all centre projects.
- Email collection for newsletter.
- Open Day information gathering.
- Feedback from community and expression of interest regarding service provision.
- Sign in sheets for centre practitioners.
- Volunteer information sharing handbook.
- We store information on practitioners qualifications, references and where appropriate DBS checks.

We may also collect information from any individual/agency/practitioner that has referred you to us.

### **How we will use your personal information and who it will be shared with**

There are times when it is appropriate for us to share information about you and your healthcare with others including GPs, NHS Wales, healthcare providers, and Practitioners based at the Centre. We may also need to share your information with non-healthcare organisations, where it is required in compliance with legal duties. Where we share information with non-healthcare organisations (as described above), we may request that they enter into an *information sharing agreement* to ensure that information we share with them is handled appropriately and complies with relevant legislation. The information from your referral form will only be used for the purposes that benefit your care and support.

We may, on an anonymised basis, use your personal information to demonstrate the impact of our services. Any case study information shared will always be on an anonymised basis unless we have further explicit consent from you.

We may use your personal information with the Centre for the specific purposes of statistical analysis and the promotion of our work as well as any reporting requirements for funders who support the organisation. This will be on a pseudo-anonymised basis (meaning that we will take steps to limit the ability to for your personal information to be identified. This will normally include the anonymization of names and full addresses).

We may share personal information with law enforcement or other authorities if required by applicable law (including, in line with our Safeguarding Policy).

We will not share your personal information with any other third party without first obtaining your explicit consent.

### **How long your personal information will be kept**

We will keep your personal information after we have finished providing our support to respond to any questions, complaints or claims made by you or on your behalf, to show that we treated you fairly and/or to keep records required by law. We will not keep the information for longer than necessary. We keep different types of information for different lengths of time.

### **Keeping your personal information secure**

We have appropriate security measures in place to prevent your information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

### **Your Rights**

You have a number of important rights, which you may exercise in relation to your personal information free of charge.

We The Swansea Wellbeing Centre are members of the ICO Registration number ZB332434. We take advice as a member from the ICO where needed.

You have the right to request that we:

- Provide you with a copy of your personal information that we hold;
- Update your personal information where it is out-of-date or incorrect;
- Delete personal information that we hold;
- Restrict the way in which we process your information;
- Transfer your data in a way that is accessible to you;
- Consider any valid objections to our processing of your personal information.

We will respond to your request within 1 calendar month.

For further information on each of these rights, including the circumstances in which they apply, visit the Information Commissioner's Office ("ICO") website at <https://ico.org.uk/for-the-public/>.

If you would like to exercise any of your rights, please email, call, or write to us using the details in 'How to contact us' below, let us have enough information to identify you, let us have proof of your identity and address, and let us know the information to which your request relates.

### **How to complain**

Please report any complaint to the details set out in 'How to contact us' below. We hope we can resolve any query or concern you raise about our use of your information.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority ([www.ico.org.uk](http://www.ico.org.uk)) if you think your data protection rights have been breached by us. We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance. The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

### **How to contact us**

Please contact us if you have any questions about this Privacy Notice or the information we hold about you as detailed below:

Data Protection Officer  
The Swansea Wellbeing Centre  
Email address: [Centre@wellbeingswansea.co.uk](mailto:Centre@wellbeingswansea.co.uk)  
Postal Address: Walter Road, Swansea SA1 5PQ  
Telephone Number: 01792 732071

## 2. DATA PROTECTION POLICY

The Swansea Wellbeing Centre is committed to respecting the privacy of everyone who uses the services both online and in our building. We want our visitors, practitioners, and volunteers to understand how we use and protect the personal information (personal data) that someone provides to us, making every effort to ensure that any personal information is processed in a reasonable, fair, open, and transparent manner. The Centre will fully comply with the Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR) as well as The Privacy and Electronic Communications Regulations (PECR).

### **What data we collect**

The Centre only intends to collect data where there are legitimate interests such as to the benefit of the running the Centre and to ensure a person is connected to the right Practitioner(s). We do not sell this data to third parties.

### **Our legal basis for processing data**

The Centre's legal basis for processing most data is legitimate interests. Where an individual signs up for our newsletter, uses our website and signs up for therapy or classes our legal basis for processing data is consent.

### **Newsletter**

Our purpose for collecting contact details is so we can provide our clients with a service and let them know about the Centre's work and events.

The Centre has a list of email addresses from people consenting to receive the monthly newsletter by email. The Centre uses Mailchimp.

We collect analytics information so we can provide a personalised service, monitor the impact of our work and improve the newsletter.

The legal basis for processing data for the newsletter is consent.

### **CCTV (Closed-Circuit Television, or Video Surveillance)**

Our building has CCTV and our visitors may be recorded when they are in the Centre. This is only viewed when necessary (which includes building security, practitioners and centre visitors safety) and footage is stored temporarily.

### **How long personal information will be kept**

We keep different types of information for different lengths of time.

Paper files: 7 years

Invoices and bills: 7 years

Email correspondence: Long term (we delete on request)

Enquiries correspondence for classes and therapy: Long term (we delete on request)

Email addresses for newsletters: We delete on request or subscribers can remove with ease.

Spreadsheets/Databases (CRM Customer Relationship Management Software): Permanent

Documents on mobile phones: Annual review

Volunteers Criminal Background Checks (DBS): Annual review

Personal Computers: Reviewed 3 yearly

Cloud: Reviewed as needed

### **Security measures in place to prevent information from being accidentally lost**

The Centre has up to date antivirus software and limits the access to the Centre's email accounts and Cloud based databases.

### **EXTERNAL THIRD PARTIES**

#### **PROCEDURE IN CASE OF DATA BREACH**

In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal information, the Centre shall promptly assess the risk and if appropriate report this breach to the Information Commissioner's Office (ICO).

The Centre and the responsible Data Protection Officer will investigate and communicate appropriately with all parties concerned where the Centre is legally required to do so.

### **The Information Commissioner's Office (ICO)**

The ICO promotes and enforces data protection legislation and is independent from government. It provides tools and guidance to aid DPA compliance and takes action where needed. There's more about its role and guidance on the ICO website (<https://ico.org.uk>)

ICO membership number and the Centre's Data Protection Officer

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

The Centre will review this Policy and its procedures every 12 months. Last updated 22/09/2022.

### 3. DATA PROTECTION PROCEDURES

#### **GDPR or DPA 2018 personal data breach**

A personal data breach is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.

If the Centre experiences a personal data breach, we need to consider whether this poses a risk to people. We need to consider the likelihood and severity of the risk to people's rights and freedoms, following the breach. When the Centre, and the Centre's Data Protection Officer, make this assessment, if it's likely there will be a risk then the ICO needs to be notified and asked for advice; if it's unlikely then we don't have to report. **You do not need to report every breach to the ICO, a self-assessment is available on their website:**

<https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach-assessment/>

#### **CCTV Evidence of Criminal Activity**

The Centre can share CCTV footage with the police if requested or if it's relevant to a police investigation – and in this situation, the Centre wouldn't need to inform the suspect. The centre may also share cctv footage in relation to any suspected criminal activity or where needed for technical purposes ie. undertaking work on cctv system.

Sharing this type of information is justified, despite the potential impact on the person who it's about, because of the need to protect us all from criminal activity. (from

<https://ico.org.uk/for-organisations/sme-web-hub/whats-new/blogs/data-sharing-when-is-it-unlawful/> )

### 4. INFORMATION SHARING AGREEMENT

#### AGREEMENT BETWEEN THE SWANSEA WELLBEING CENTRE AND THE PRACTITIONER

It is in our interest as a Centre to protect the information people give us to ensure nobody will be harmed. If personal data falls in the wrong hands this could result in identity theft, fraud, discrimination, or even physical harm. You as the Practitioner are a fundamental element of helping our visitors and clients trust the Centre and by signing this agreement you agree to follow the data protection legislation and the Centre's Data Protection Policy and Procedures.

#### **Data sharing**

Data sharing is essential for the Centre and the Practitioners to provide people with the service they want. Current Data Protection Legislation requires the Centre to check with every personal information what the legal basis is for asking this information and for sharing this information with Practitioners based at the Centre. The legal basis to share data will mostly be consent by the person enquiring. The Legal basis if a person is not giving explicit

consent will be “Legitimate interests”. For example: If someone contacts the Centre with a general enquiry, the Centre has a legitimate interest to pass the person’s contact details on to the Practitioner who is best suited to help this person as long as the Centre and the Practitioner safely process this data.

#### **Data sharing in an urgent situation or in an emergency**

Data sharing is allowed in an urgent situation or in an emergency. If for example a client of a Practitioner needs to be notified of a cancellation, then this would be allowed. This personal data, a mobile phone number, can be transferred to contact a client but then should not be stored or used for other purposes afterwards.

We would allow centre staff or volunteers to contact centre visitors in an emergency situation.

#### **Data Retention**

You hereby agree to safely store and process data provided by the Centre and not keep personal data for longer than necessary (legally or for insurance/Professional Indemnity reasons for example).

## **5. PRIVACY NOTICE FOR THE WEBSITE**

The Swansea Wellbeing Centre is committed to respecting the privacy of everyone who uses the services both online and in our building. We want you to understand how we use and protect the personal information that you provide to us, making every effort to ensure that your personal information is processed in a reasonable, fair, open and transparent manner. The Centre will fully comply with the Data Protection Act 2018 and the UK General Data Protection Regulation.

#### **Newsletter**

The Centre sends a monthly newsletter by email to inform you of upcoming events and classes. By subscribing to the newsletter you consent to receiving this email. We collect analytics information so we can provide a personalised service, monitor the impact of our work and improve the newsletter.

**You can unsubscribe at any time** by clicking “unsubscribe” in the bottom of the newsletter email. Unsubscribing might take a few days to take effect.

#### **Social Media and other 3rd party cookies**

Services such as Facebook, Pinterest and Instagram provide the ability for us to place ‘Like’ links or similar on our website and newsletter. To do this we take some code from the service and place this in our website. Note: we have no control over this code.

It is possible that this code stores cookies about you and what you are looking at. We do not have any access to this information, nor do we have any agreements with these services to dictate how they use it.

If you are concerned about what data these services may be capturing and how it may be used, we suggest you get in touch with them or read the terms and conditions of their service.

### **Contacting the Centre**

By contacting the Centre with an enquiry for classes or therapy, the Centre can forward the personal data (contact details) to the Practitioners that are best to respond. The Practitioners are signed up to the Centre's Information Sharing Agreement and aware of the Centre's Data Protection Policy.

By using our website, you consent to the processing of data about you by The Swansea Wellbeing Centre.[END]

## **DEFINITIONS**

**Personal Data** is any information that can identify a living person. This could be anything from a name or email address to medical information or a computer's IP address.

**PECR** The Privacy and Electronic Communications Regulations (PECR) sit alongside the Data Protection Act and the UK GDPR. They give people specific privacy rights in relation to electronic communications.

There are specific rules on:

- marketing calls, emails, texts and faxes;
- cookies (and similar technologies);
- keeping communications services secure; and
- customer privacy as regards traffic and location data, itemised billing, line identification, and directory listings.

### **The Information Commissioner's Office (ICO)**

The ICO promotes and enforces data protection legislation and is independent from government. It provides tools and guidance to aid Data Protection Act compliance and takes action where needed. There's more about its role and guidance on the ICO website.

<https://ico.org.uk>

Lawful Basis Interactive Tool:

<https://ico.org.uk/for-organisations/gdpr-resources/lawful-basis-interactive-guidance-tool/>