

Fair Processing Notice

How we use your information

Living Well Taking Control – Health Exchange Limited keeps records about you, your health and the support we provide. As a data controller, we are responsible for these records under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

What we hold

- Your name, address and contact details
- Information relevant to your referral and your health that we receive from your GP practice or another referrer
- Records of the treatment we have provided and the outcome

Why we use it

We use this information to help us to assess your needs, provide you with the NHS Diabetes Prevention Programme and manage our services.

How long we keep it

We keep your records for 6 years, starting from when you are discharged from the programme. This is a requirement of our contract with NHS England.

If a personal injury claim has been made, we keep the relevant records for 21 years. When the retention period ends, your records are securely destroyed.

Our lawful basis

Because your information relates to your health, it is classed as “special category” data and needs extra protection. We use it lawfully because:

- it is necessary to perform a task in the public interest – delivering an NHS-commissioned health service (UK GDPR Article 6(1)(e)); and
- it is necessary for the provision of healthcare and the management of health and social care services (UK GDPR Article 9(2)(h) and Data Protection Act 2018, Schedule 1, Part 1, paragraph 2).

Who we share it with

Your GP practice: when you complete the programme, we send details of the support you received and your outcomes so they can update your records.

NHS England: as commissioner of the NHS Diabetes Prevention Programme, NHS England receives information about the support you received, including your NHS number and date of birth. This is used for payment and quality assurance.

Evaluation: if you have agreed that an organisation working for NHS England may contact you for your views on the service, we will also share your name, address and telephone number(s) with them.

Your rights

Under UK data protection law, you have the right to:

- request a copy of the information we hold about you (subject access);
- ask us to correct information that is inaccurate or incomplete;
- object to us using your information;
- ask us to erase your information, for example where we no longer need it (some exceptions apply);
- ask us to restrict how we use your information while a dispute about its accuracy or use is resolved.

Contact our Data Protection Officer

If you would like to know more about how we use your information, want to exercise any of your rights, or do not want us to use your information in this way, please contact our Data Protection Officer.

Email: dpo@lwtcsupport.co.uk

Post: Data Protection Officer, Living Well Taking Control, 27 Moseley Road, Avoca Court, Birmingham, B12 0HJ

Complaints

If you are unhappy with how we have handled your information, please contact us first so we can try to put it right. You also have the right to complain to the Information Commissioner's Office (ICO).

Website: ico.org.uk/make-a-complaint

Phone: 0303 123 1113

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