

## Privacy Notice

### This Privacy Notice is for:

Those people engaging with their local Maternity and Neonatal Voices Partnership (MNVP) across Lancashire and South Cumbria (hosted by Healthwatch Lancashire):

- Blackpool, Fylde and Wyre MNVP
- Bay- Wide MNVP
- East Lancashire MNVP
- Preston, Chorley and South Ribble MNVP

A Maternity and Neonatal Voices Partnership is an independently- led NHS working group for mothers, birthing people and families to share their maternity experiences in Lancashire and South Cumbria with commissioners and providers. By sharing their experiences, they are involved in the design, improvement and implementation of maternity and neonatal services. This ensures that services are designed to meet the needs of local women, parents and families.

The privacy notice tells you what we do with your personal data, the lawful bases we use for our processing, how long we keep it and your rights as an individual.

### About Healthwatch Lancashire

Healthwatch Lancashire is an independent not-for profit company and is the public voice for health and social care in Lancashire and exists to makes services work for people who use them. Our focus is on understanding the needs, experiences and concerns of people of all backgrounds who use services and to speak out on their behalf.

Healthwatch Lancashire's statutory responsibilities are:

1. To promote and support local people to be able to get involved in deciding what services should be paid for, where and when. We have to help local people examine the services for themselves.
2. To help local people check the standard of care on offer and whether the services can and should be improved.
3. To meet with local people and groups to gather information on your experiences of local care services and make your information known to the people who run, pay for and check these services.
4. To produce reports about how local care services can and should be improved.
5. To provide advice and information about how to access local care services so people in Lancashire can make your own choices.
6. To express people in Lancashire's views to Healthwatch England.
7. To make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews and investigations when there may be concerns about a service. We also request that Healthwatch England publish reports about particular issues, to raise awareness nationally.
8. To provide Healthwatch England with the information and understanding it needs to perform effectively.

Our Data Protection Officer is Catherine Hunt and she can be contacted using the details given below.

### What we collect

We will collect your contact information; name, telephone number, email address

Dates and details relating to your experiences

We will also ask you about your health and your racial or ethnic origin which is called 'special category' personal data. The law says that this needs extra protection.

In addition, you may choose to give us information about yourself or another member of your family which may also be particularly sensitive.

### **Why we collect information about you**

If anyone can be identified by any information that we collect, this information is called 'personal data'. Data protection law says that Healthwatch Lancashire must have a reason or 'purpose' for collecting and using personal data.

Our purposes are to:

- collect personal information from you when you approach the Maternity and Neonatal Voices Partnership (MNVP) Leads' service to engage with the service they offer
- use the personal information you provide us with in order to give you relevant support in relation to your experience which may include (but is not limited to):
  - engaging with the healthcare setting you are involved in to seek improvement, dialogue or understand issues
  - provide you with any signposting for other support relevant to your situation

Anonymised information about your experience may be shared with your Local Maternity and Neonatal System to help them assess the viability of the services, ensure improvement in services, including maternity and neonatal services and to help understand the impact of the MNVP work.

We may share your information with the healthcare setting you have told us about. We will talk with you about what information we feel may be necessary to share in order to seek improvement or engage in discussions with them about your experiences.

Healthwatch Lancashire cannot use your personal data for any reason unless we have a lawful basis to do so. Those that we use are:

For general personal data –

- Article 6 (a) The data subject has given consent to the processing

For processing special category personal data –

- Article 9 (a) The data subject has given explicit consent to the processing of the personal data for one or more specified purposes

If you give consent you have the right to withdraw this at any time by contacting us in writing using the address or contact details given in this privacy notice.

### **How long do we keep your information?**

- Comments recorded on our databases and other evidence that have not been recorded on the database will be kept for 6 years from the end of the project

- Any paper-based comments will be destroyed as soon as they have been entered into the database

## Who Do We Share Your Personal Information With?

Healthwatch Lancashire does not share your personal information with any third parties, other than those listed below.

When we share your personal data with these third parties who perform services for us, we require them to take appropriate steps to protect your personal information, and only to use the personal information for the purpose of performing those specific services.

We currently use:

Name of company/organisation	The service they perform for us
David Allen IT	IT hosting
David Allen IT	IT maintenance
Microsoft 365/TEAMS/ David Allen IT	Telephone (land line)
Microsoft 365/TEAMS/ David Allen IT	Online meeting provider

We will never sell or distribute your personal information to any other third parties or make it public unless we have a legal obligation to do so.

## Your Rights

You have rights in relation to the personal information we hold about you. These are:

- **The right to be informed** about the collection and use of your personal data. We do this by providing you with this privacy policy.
- **The right of access.** This is commonly referred to as 'subject access'. You have the right to make a request to see all the personal data that Healthwatch Lancashire holds about you. You can make this request verbally or in writing and we must respond within one calendar month.
- **The right to rectification.** If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address and we will promptly record your request and amend our records if required.
- **The right to erasure.** This is also known as 'the right to be forgotten'. You can make this request verbally or in writing. This right only applies in certain circumstances.
- **The right to restrict processing.** This right only applies in certain circumstances. If we agree to restrict your personal data for one or more purposes we will store it but not use it.
- **The right to data portability.** This allows you to obtain and re-use your personal data for your own purposes across different services. If you would like us to transfer your personal data electronically, we will do this. It only applies to information you have given us, which we hold electronically and where Healthwatch Lancashire is the data controller.
- **The right to object.** You have the right to object to the processing of your personal data in certain circumstances. You can make an objection verbally or in writing. You have the absolute right to stop your personal data being used for direct marketing.
- **Rights in relation to automated decision making and profiling.** Healthwatch Lancashire does not use any of your personal data to make automated decisions or to create a profile of you.

## How to complain

If you are unhappy about the way we handle your personal data please let us know verbally or in writing by contacting us at the address given below.

We will explain how we have processed your personal information and if we have made a mistake will tell you how we will put this right.

If you are still dissatisfied, you may report your concern to the Information Commissioner's Office (ICO) by contacting:

Wycliffe House, Water Lane, Wilmslow SK9 5AF

Tel. 0303 123 1113

### **Contacting us**

If you have any questions about this privacy notice, the practices of this site, or your dealings with this site, please contact us at:

Jodie Carney- Manager, Healthwatch Lancashire, Leyland House, Lancashire Business Park, Centurion way, Leyland, PR26 6TY- 01523 239100