

COVID-19 Bracknell Forest Community Response

Healthwatch Bracknell Forest Data Protection Statement

At Healthwatch Bracknell Forest we are committed to protecting and respecting your privacy.

Who are we?

Healthwatch Bracknell Forest in partnership with Bracknell Forest Council and Involve are running the community response service in Bracknell Forest. Our partners will have their own data protection statements.

The community response service will help anyone in need who has no local support network of their own (family and friends) including those in the household who are isolating or shielding from the virus. Help is also available for people distancing and is decided on a case by case basis.

This privacy statement sets out the data processing practices carried out by Healthwatch Bracknell Forest. The Healthwatch Bracknell Forest service is run by The Ark Trust, Charity Number 1098204, Company Registration Number 04504955, Information Commissioner's Office Registration Reference Z7741334.

Volunteer area coordinators have been identified in your local area. Healthwatch Bracknell Forest passes most requests for assistance to them and they allocate it to a volunteer responder. There are some exceptions to this decided on a case by case basis. For example: our staff and volunteers carry out some tasks and some requests result into referrals to other organisations.

What personal information do we collect and how do we use it?

Depending on your needs when you contact us we collect, process, share and store the following information about you. In some cases there are specific things that help a volunteer to complete a task, you will tell us this at the time of the request and we will tell you if we are sharing that information, the following is for general guidance.

Information and advice only

- We do not keep any records of this at all

Medication collection and delivery

We record and store:

- If you are shielding, isolating or social distancing
- Your name
- Your address
- Your phone number
- Your Email address
- Your date of birth
- The number of items being collected
- Where the collection is

- When it is available for collection
- If there are any controlled drugs

We share with the area coordinators:

- Your name
- Your address
- Your phone number
- Your date of birth
- The number of items being collected
- Where the collection is
- When it is available for collection
- When there are controlled drugs

We share with the volunteer responder:

- Your name
- Your address
- Your date of birth
- The number of items being collected
- Where the collection is
- When it is available for collection
- When there are controlled drugs

Food Shopping

We record and store:

- If you are shielding, isolating or social distancing
- Your name
- Your address
- Your phone number
- Your Email address
- Your shopping list

We share with the area coordinators:

- Your name
- Your address
- Your phone number
- Your shopping list

Area coordinators share with the volunteer responder:

- Your name
- Your address
- Your shopping list

Dog walking

We record and store:

- If you are shielding, isolating or social distancing
- Your name
- Your address
- Your phone number
- Your Email address
- The breed of your dog
- A photo of your dog
- Your insurance policy for your dog
- Specific behaviours of your dog

We share with the area coordinators:

- Your name
- Your address
- Your phone number
- The breed of your dog
- Specific behaviours of your dog

Area coordinators share with the volunteer responder:

- Your name
- Your address
- The breed of your dog
- Specific behaviours of your dog

This is a general guide. There are other tasks that we will carry out for you and we will tell you what will happen to your personal information when you contact us.

Where do we store your personal information?

During this crisis we store information on paper and electronically. Where it is electronically stored it is password protected. Paper records are stored securely.

Referrals

We will only make a referral to another organisation with your permission, the information we share with them will be provided by you at the time of you agreeing for the referral. Referrals include but are not limited to CAB, Involve, Foodbank, Bracknell Forest Council.

Safeguarding

During the course of our work with you, we may be alerted to a safeguarding concern. If this is the case we may have to pass your information onto the local authority safeguarding team, police or other statutory party without your permission. Where it is safe to do so we will make this clear to you that we are doing this.

Your rights?

You have the right to your personal information being removed at any time. You also have the right to be forgotten. Forgotten means that we will delete all your personal information from all of our records. Please let us know at any time if you wish to be removed. There may be a time where we cannot remove you entirely, such as safeguarding. You have the right to request what information we have about you. If you would like to know, please ask us. You also have a right to update or correct this information where it is out of date or incorrect.

Please contact chris@healthwatchbracknellforest.co.uk for any requests of this nature. Please note at this time we may not respond to these requests as quickly as we would like to.

How long will we keep your personal information for?

Volunteer responders will destroy your personal information as soon as they have told their area coordinator that the task is complete.

Area coordinators will destroy your personal information 7 days after the task is complete.

At the end of this crisis Healthwatch Bracknell Forest will destroy all records containing personal information.