



## **Privacy and Transparency Notice**

### **Social Prescribing Service clients**

Your privacy and the security of your personal information is extremely important to us. Any information about you will only be used in accordance with this policy and here we explain what we do to keep it secure. The data we collect is either necessary for the service that we provide to you or to keep you informed about our services if you have requested us to do so. We will only share your data with third parties if we need to do this to provide our service to you or if you have given us permission to share it.

### **What sort of information do we collect/hold?**

1. Information about you that has been sent to us with your permission, by someone referring you into our service.
2. Information that you provided when filling in forms, on our website, by telephone or at events.
3. Information you provide or is provided to us which relates to you when you use our services.
4. We retain information about the services we have provided to you such as what they were, when and where. This may include information about any support or advice we have given to you.
5. If you register to receive our communications we retain your information to send you periodic newsletters for example.

### **Who do we share information with?**

Our social prescribing service links our clients with local support which they may find helpful. We share information about you in the following ways:

1. We share information with local community organisations and other partners, with your permission, in order to provide you with support or a service we have agreed with you. We share this because they need it in order to provide the service or support to you.
2. We share information with the organisation that referred you to us about the service you have received from us. We share this because they need to know what help and support we have been able to offer to you.
3. We share anonymised information about the services and support we have provided. We are required to do this for monitoring and evaluation purposes.
4. In exceptional circumstances, we may share information about you where we believe this is in your vital interests. For example if we think you are



seriously unwell or in danger and you urgently need help that we are not able to provide ourselves.

### **Links to other sites**

Please be aware that our website or communication may occasionally share links to other websites where we feel it is beneficial however we are not responsible for the privacy practices of other sites.

### **Keeping you informed about our services**

We would like to keep you informed about our services and where you have consented to do so we may do this via post, email, text message, phone, online, social media or other electronic means. To continue to receive this information you will be asked to opt in. We won't send this information to you if you tell us not to but we may still need to send you information directly linked to the service we are supplying to you. You can opt-out of our marketing communication at any time.

### **Your rights**

You have the right to access the personal information we hold about you. We will provide this information free of charge, however we may need proof of your identity and written notification to do so.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

You have the right to ask us to delete your personal information if we are not entitled to use it any more or we are keeping it for too long.

We will always retain your information in accordance with the law and current regulation which may change from time to time but we will not hold your data longer than necessary.

### **Social Media**

When using our website or social media you may be able to share information for example when you like, share or comment on our services. When doing this your personal information may be visible to the providers of the social networks and other users. It is your responsibility to set appropriate privacy settings on your social network accounts so you are comfortable with how your information is used and shared on them.



## Contact Us

If you would like to exercise one of your rights as set out above or you have a question or complaint about this policy or the way your personal information is processed please contact us by one of the following means:

By post                      The Data Protection Officer  
                                    Action Together CIO  
                                    95-97 Penny Meadow  
                                    Ashton-Under-Lyne  
                                    OL6 6EP

By Telephone   0161 339 2345

By email        [DP@actiontogether.org.uk](mailto:DP@actiontogether.org.uk)

You also have the right to lodge a complaint with the UK regulator, the Information Commissioner. Go to [ico.org.uk/concerns](http://ico.org.uk/concerns)