

Livewell Southwest: Privacy Notice

Livewell Southwest (“We”) are committed to protecting and respecting your privacy. This notice (and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will deal with it, including:

- What personal identifiable information of yours is collected
- What organisation is collecting the information
- How the information is used
- With whom the information may be shared
- What choices are available to you regarding the collection, use and distribution of the information
- What kind of security procedures are in place to protect the loss, misuse or alteration of information under our control
- How you can correct any inaccuracies in the information

This notice only applies to how we process personal data. For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is Livewell Southwest (Notification number Z2807096). Livewell Southwest was formally known as ‘Plymouth Community Healthcare’, a community interest company registered under company number 07584107 of Local Care Centre, 200 Mount Gould Road, Plymouth, Devon, PL4 7PY.

Information we may collect from you

During the course of our activities, we may collect and process the following data about you:

- We will collect store and process personal information about our patients and staff. All personal and personal health information obtained about patients and staff is treated as confidential, along with all corporate information
- Through the provision of our Health and Social care services, including inpatient rehabilitation and intermediate care, mental health and learning disabilities services, community services, and children and young people’s services
- Through research, whether market or clinical (we may ask you to complete surveys that we use for research purposes, although you do not have to respond to them)
- Details of current, past and prospective employees
- If you are suppliers, or others that we communicate with
- If you contact us, we may keep a record of that correspondence
- Though CCTV monitoring at our premises

Uses made of the information

We use information held about you in the following ways:

- To allow us to provide health and social care services and to carry out our obligations to you.
- To notify your General Practitioner or social / welfare advisors.
- Publish anonymised findings from our research.
- For education and training purposes.
- To notify you about changes to our services.
- To enable us to comply with our obligations under any relevant legislation.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to protect the rights, property or safety of Livewell Southwest, our patients, or others.
- We will not disclose your details to anybody outside of the NHS without your permission, unless we have a lawful reason to do so, for example disclosure is necessary for crime prevention or safeguarding purposes. We also undertake to only hold your information for as long as is necessary for providing a service to you

Access to information

The Act gives you the right to access information held about you by making a Subject Access Request (as described in the Act). You can do this by writing to:

Data Protection Team
Records & Data Protection Service
Hatfield House
Burrington Way
Plymouth
Devon
PL5 3LZ

The Data Protection Team can be contactED on 01752 435111 or via email to pchcic.dataprotectionservice@nhs.net