

Healthy Hub Privacy Notice

Why do we need your information:

The data on this form is being gathered for the purpose of identifying individuals who contacted the Healthy Hub team expressing interest of receiving health and wellbeing support. North Hertfordshire District Council will use this information to make contact with you to offer support.

As a Local Authority, North Hertfordshire District Council has a responsibility to ensure that all service provision is promoted and referrals made to service under the provisions of public interest, Health & Social Care Act 2012. The information you have provided will be used to allow us to fulfil this duty/responsibility.

What we will do with your information:

The information you give us will be held by the Active Communities Team of North Hertfordshire District Council. The information and will be used to identify and make contact with you to offer support.

With your consent we may also share your information with third parties in order to support you on your health and wellbeing journey. This consent will be taken verbally, an explicit consent question will be asked during the initial consultation telephone call with the healthy hub team and a box checked on the application form to confirm this.

We may also share your information with third parties if we are legally obliged to do so, for example if it necessary to safeguard or protect a child.

We may also share information with the police or other agencies if it is necessary for the following purposes:

- 1 the prevention or detection of crime
- 2 the apprehension or prosecution of offenders
- 3 The assessment or collection of any tax duty or any imposition of a similar nature.

How long will we keep your information for?

The information you supply us will be kept on file for 3 years.

What are your rights?

- The law allows you the right to access personal data, which we hold about you
- If any personal data which the Council holds on you is inaccurate or incomplete, you have the right to have this corrected
- You have the right to restrict the processing of your personal data in certain circumstances. It does not apply to processing carried out by the Council in the performance of its tasks.
- You have the right to receive electronically held personal data that we hold about you in a structured, commonly used and machine readable format and have the right to provide this to another Data Controller
- You have the right to have your personal data erased, if any of the following apply:
 1. There is no compelling reason to retain the data
 2. The data is no longer necessary for the purpose it was collected
 3. You withdraw your consent
 4. You object to processing the data and there is no overriding reason to continue
 5. The data have been unlawfully processedIf you exercise this right, it may not be possible to provide a service you may require.
- The Council does not carry out any automated processing, which may lead to an automated decision based on your personal data.

If you have a complaint regarding the use of your personal data, this should be addressed to the Data Protection Officer, contact details below:

Jo Dufficy
Customer Services Manager
North Hertfordshire District Council
District Council Offices
Gernon Road
Letchworth Garden City
SG6 3JF
Email: dpo@north-herts.gov.uk

If your complaint is not resolved to your satisfaction, you may refer the matter to the

Information Commissioner's Office (ICO) at: www.ico.org.uk