



Norfolk and Waveney Community Support Service

Privacy Policy

Our contact details

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The Norfolk and Waveney Community Support Service is delivered by Voluntary Norfolk working with the British Red Cross and Age UK Norwich. Voluntary Norfolk is the data controller. This means that we are responsible for deciding how we “process” (that is, collect, hold, use and disclose to third parties) your personal information.

The type of personal information we collect

We will collect and process the following information:

- Your Personal contact information
 - Name
 - Address
 - Mobile or telephone number
 - Email Address
- Information relating to you
 - Your communication preference
 - Date of Birth
 - NHS number (Only for NHS referrals)
 - Gender
 - Emergency contact name and contact details
- As well as the special category data
 - Ethnicity and race
 - Health related data (including disability)
- Sensitive Information
 - Living arrangements
 - GP and surgery details
 - If you are a carer and if you can you still perform caring duties
 - Your support requirements

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- During your assessment call with one of team members you gave us the information directly
- During the provision of service to meet your support needs you gave us the information directly

We also receive personal information indirectly, from the following sources in the following scenarios:

You were referred to the Norfolk and Waveney Community Support Service from an organisation that identified you could benefit from the support that the service provides.

These organisations include:

- An acute hospital, including:
 - Queen Elizabeth Hospital
 - James Paget University Hospital
 - Norwich and Norfolk University Hospital
- Norfolk Community Health & Care (NCH&C)
- East Coast Community Health (ECCH)
- Your GP Surgery
- Adult Social Care
- Norfolk and Suffolk Foundation Trust
- A professional providing you with support, e.g. community nurse, social prescriber
- A charity or other support organisation

We use the information that you have given us to provide temporary, short-term practical support, to support you to remain safe within the community or to be discharged safely from any hospital bed back to your place of residence. The service will be delivered by staff and volunteers through a mix of face-to-face and telephone contact.

We may share this information with our delivery partners:

- British Red Cross
- Age UK Norwich

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is:

We need it to perform a public task.

The Norfolk and Waveney Community Support Service is contracted by the Norfolk and Waveney NHS Integrated Care Board. The service delivered is required by statute for various bodies who will refer to the service:

Health and Social Care (Safety and Quality) Act 2015 – Section 3

Health and Social Care Bill 2022 – section 91

National Health Service Act 2006 Section 251 regulation 5

Who we share your information with

Norfolk and Waveney Community Support Service will share all information between the partner organisations that together deliver the service:

- Voluntary Norfolk
- British Red Cross
- Age UK Norwich

Whilst any of the partners are working on a case with a client, they may identify a need to have another delivery organisation assist in responding to your support needs. Where this need is identified the service will ensure your understanding of:

- Which organisation is going to be involved in your support
- What service they will deliver to you
- What information will be shared with them to allow them to contact you
- Your right to refuse their involvement and not have your information shared with them

In addition to this the Norfolk and Waveney Community Support Service may have a requirement to pass certain information regarding the support you received back to the organisation that referred you to us.

How we store your personal information

Your information is securely stored on Microsoft Azure Cloud services within the UK and Microsoft Macro Region Geography 1 - EMEA (Europe, Middle East and Africa) Which includes any of the following countries \ cities which are all subject to GDPR:

- Austria
 - Vienna
- Finland
 - Helsinki
- France
 - Paris, Marseille
- Ireland
 - Dublin
- Netherlands
 - Amsterdam
- Poland
 - Warsaw
- Sweden
 - Gävle
 - Sandviken
 - Staffanstorp

We keep all information relating to yourself and your case for 8 years. We will then dispose your information by anonymising all information and retaining it for trending and demographic purposes. Following the anonymisation it will no longer be possible to identify a person from the information we hold.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure – As the information being held relates health and social care there is no right to erasure.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Privacy@VoluntaryNorfolk.org.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Privacy@VoluntaryNorfolk.org.uk.

If you are not happy with the response you receive, then you can raise your concern with the relevant statutory body (the ICO).

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

