

## Information Notice to Individual Clients from 25.05.2018

This information notice is in relation to The General Data Protection Regulation GDPR data protection compliancy. **In line with the GDPR we are requested to comply with the following Privacy Terms.**

### Privacy Information

Healthywork Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when working with Healthywork Ltd, you can be assured that it will only be used in accordance with this privacy statement.

Name and contact details of the Data Controller	Alison Biggs - Director T: 07958 502363 E: <a href="mailto:alison@healthywork.org.uk">alison@healthywork.org.uk</a>
Data Processors	Any Associate professional conducting input for Healthywork Ltd

### Why we collect and process your data:

We always ask for your consent to process your data in order to provide our specialist services to you.

### How and what information is collected about you

We may collect the following information by email, telephone call, by post, questionnaires / forms, or in-person:

- Name and Date of Birth
- Contact details (phone, email, address)
- Family members / Support Staff names and contact details
- Personal health and lifestyle information, including reports and letters from healthcare professionals
- Referral information and assessment/input outcomes

### What we do with the information we gather and what it is used for

- Professional record keeping of client information;
- Recording the initial assessment.
- Provision of our services;
- Sharing your information with relevant parties when necessary (with your permission)

### Your Rights

- If you have given your consent to us processing your data, you have a right to withdraw your consent to any further processing.
- You have a right to request your data to be erased from our records.
- You have the right to request your data be transferred to another organisation.

If you wish to withdraw consent or request a transfer or erasure of your data, please email [alison@healthywork.org.uk](mailto:alison@healthywork.org.uk).

We will always give you the opportunity to opt out of future marketing whenever we send you marketing material or you can opt out at any time by contacting us.

### How you can access your information

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you please write to Alison Biggs at Healthywork Ltd, PO Box 545, Abbots Langley, Hertfordshire, WD5 5AN. **There is no longer a charge for this service.**

### How long we keep your information for

The Regulation does not set out any specific minimum or maximum periods for retaining personal data. Instead, it says that: Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

See this link: <https://ico.org.uk/for-organisations/guide-to-data-protection/principle-5-retention/>.

Healthywork Ltd will retain personal data for 7 years for adults and 7 years following their 18<sup>th</sup> birthday for children, unless upon review it is deemed necessary to retain it for a longer period.

### Data Transfer outside the European Union

In some instances, it may be necessary for us to transfer your data outside of the European Union, or to countries not approved by the ICO. Where this is the case we may seek further consent from you to do this. In all instances, we will take all steps necessary to safeguard your information and ensure that your data protection rights are maintained.

### Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place highly secure electronic systems and managerial procedures to safeguard and secure the information we collect.

### Right to Complain

If you have a concern about our information practices, you have the right to complain. You can do so by contacting the Information Commissioner's Office on 0303 123 1113 or by visiting [www.ico.org.uk](http://www.ico.org.uk).

**Healthywork Ltd**

PO Box 545, Abbots Langley, Nr Watford, Hertfordshire, WD5 5AN

<https://Healthywork.org.uk/>