

Privacy Policy

This Privacy Policy sets out the data processing practices carried out by Healthwatch Havering through this website, www.healthwatchhavering.co.uk. If you have any requests concerning your personal information or any queries with regard to these practices, please contact us at enquiries@healthwatchhavering.co.uk.

Who we are

Healthwatch Havering is the independent consumer champion for health and social care services in the London Borough of Havering. The data controller of personal information collected via this website is Havering Healthwatch Limited.

References to "we" or "us" below are to Healthwatch Havering.

Note: This privacy statement covers only the Healthwatch Havering website. This statement does not cover links within this website to other websites.

Information we collect

We collect personal information from visitors to this website through the use of online forms and every time you email us your details.

When you simply browse through the information on this website, it does not store or capture your personal information. We do log your IP address (as it is automatically recognised by the web server) but this is so you can download this website onto your device rather than for any tracking purpose. We will only collect personal information volunteered by you, such as:

- feedback from surveys and online forms;
- email addresses; or
- preferred means of communication.

Cookies

Please be aware that some systems on our website may require the use of cookies, but we will always state if this is the case. We will never collect and store information about you without your permission.

Purposes for which we use the information collected

Personal information about you will be used for the following purposes:

- in our day-to-day work of championing the interests of users of health and social care services in Havering;
- to send you our newsletter where you have requested it;
- to respond to any queries you may have; or
- to improve the quality and safety of care.

This may include any personal information that you choose to share with us, but we will treat this as confidential and protect it accordingly. We will never include your personal information in survey reports.

We may use your personal information in our contacts with health and/or social care agencies (NHS, local authority, private or voluntary) but only so far and so long as is necessary to deal with an issue you have raised with us.

Whom we disclose the information to

In order to fulfil our remit, Healthwatch Havering may disclose the personal information that we obtain through this website to the Secretary of State for Health, the Care Quality Commission (CQC), NHS England, Monitor, NHS commissioners and providers working within Havering, and Havering Council.

However, we will only disclose your personal information where we have your consent to do so, or where there is another very good reason to make the disclosure – for example, we may disclose information to CQC or a local authority where we think it is necessary to do so in order to protect a vulnerable person from abuse or harm. Any such disclosure will be made in accordance with the requirements of the Data Protection Act 1998.

Wherever possible, we will ensure that any information that we share or disclose is anonymised, so as to ensure that you cannot be identified from it.

How to obtain a copy of the information we hold about you

You have a right to access the personal information we hold about you. To obtain a copy of it, please write to us at enquiries@healthwatchhavering.co.uk or by post to Healthwatch Havering, Morland House, 12-16 Eastern Road, Romford RM1 3PJ (telephone 01708 303300)

Changes to this Privacy Policy

From time to time we may update this Privacy Policy. When we do so we will publish the changes on this website. If you do not agree to these changes, please do not continue to use the website. If material changes are made to this Privacy Policy, we will notify you by email or by placing a prominent notice on the website.

Signing up to our newsletter

If you wish to receive copies of our quarterly Newsletter, please contact us at the email or postal addresses given above.