

## Policies and procedures

# Privacy Policy

Created/revised:	April 2019
Approved by:	Management Board, 29/5/19
Next review due:	May 2022



This Privacy Policy sets out the data processing practices carried out by Healthwatch Havering through this website, [www.healthwatchhavering.co.uk](http://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](mailto: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 C.I.C.

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](mailto: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 Healthwatch Havering Friends Network

If you wish to join our Friends Network, please visit our website at <https://www.healthwatchhavering.co.uk/content/about> and click **Join Healthwatch Havering Friends Network**.

## What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care in the London Borough of Havering. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Community Interest Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff, and by volunteers, both from professional health and social care backgrounds and lay people who have an interest in health or social care issues.

### Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforced the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups, NHS Services and contractors, and the Local Authority to make sure their services really are designed to meet citizens' needs.

***‘You make a living by what you get,  
but you make a life by what you give.’  
Winston Churchill***



## Joining Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

**We are looking for:**

### Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Some Members may wish to become **Specialists**, developing and using expertise in a particular area of social care or health services.

### Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

## Interested? Want to know more?



Call us on **01708 303 300**

email [enquiries@healthwatchhavering.co.uk](mailto:enquiries@healthwatchhavering.co.uk)

Find us on Twitter at [@HWHavering](https://twitter.com/HWHavering)



*Healthwatch Havering is the operating name of  
Havering Healthwatch C.I.C.  
A community interest company limited by guarantee  
Registered in England and Wales  
No. 08416383*

*Registered Office:  
Queen's Court, 9-17 Eastern Road, Romford RM1 3NH  
Telephone: 01708 303300*

 Call us on **01708 303 300**  
 email **[enquiries@healthwatchhavering.co.uk](mailto:enquiries@healthwatchhavering.co.uk)**  
 Find us on Twitter at **@HWHavering**  


