



PRIVACY POLICY



Your Name

Your Contact Details

Your Physical & Mental Health Details

Your address and/or postcode

Your Emergency contact and/or GP

Your Date of Birth

A.
When you sign up for a service, you provide us with:

B. Why we collect this data:

We always gain **consent** to collect and store your information. This helps us to run safe activities and services that best meet your needs.



C. Here's how we use your data:



Safely Access Activities

we need to know about any health conditions that could prevent you from exercising



Provide Individualised Support

some of our services include lots of personal data - this helps us support you as an individual



Reporting, monitoring & Development

to improve our projects and services as well as provide information to our funders and commissioners



Communications

to keep you updated about appointments and activities



Social Prescribing

to refer you (with your consent) to relevant community partners for local support and activity



Social Media

to gain evidence of impact we may ask for you to be a case study or appear in social media (this is only ever done with your consent)

D. Sharing data with third parties:

1

This is usually anonymised data shared with funders or data fed back to the NHS - we will always inform you and gain your consent

2

As a CIC we work with a range of community providers. As part of your wellbeing offer we can refer you to appropriate services (again this is only done with your consent)

E. As our service user, you have the right to:



Access, Rectify or Erase Your Information

This can be done by contacting us at info@healthboxcic.com We will contact you to confirm your identity before releasing or altering any information



Limit or Restrict Processing of Your Data

If you decide you no longer want your data shared with our partners or third parties, you have the right to withdraw consent at any time



Object

If at any stage you believe there is a problem with how Healthbox CIC handles your data/personal information you have a right to complain to the ICO: 03031231113

F. How long we retain your information:



Your data is inactive

If you're not on an active service or programme, we won't contact you, unless you've agreed to be on our mailing list.



Data records

We usually retain data on our service users for the life of the project to a maximum of **7 years** after it finishes (depending on contract details).



You want to Erase your data

We will delete all the data we have about you within 14-day period.

Finally,



We are compliant with GDPR (General Data Protection Regulation) and registered with the ICO