



# Information about Data Protection and Confidentiality

## How your data is used and your confidentiality protected

### Data Protection

For us to be able to provide the service to you, we need to record details of your interaction with the service. This includes personal information, such as your contact details, and other information such as relevant demographic or health information. To comply with the Data Protection Act (1998) we must tell you how we use this data.

#### ✓ How we use your data

We are required to keep records, which will include basic information about you, in order to comply with legislation, deliver a service to you and to comply with the terms of our contract with commissioning services. We also use information to monitor and improve our service to you and others where this is a legitimate interest. In the event we want to make use of information for other purposes, we will explain this before we make use of the information and, where appropriate, will ask for your specific permission.

#### ✓ Storing and sharing your data

Your data will be stored securely in paper form and/or in an electronic management system accessed by staff and agents of Know Your Own Health with appropriate permissions.

Information we store electronically may be stored outside of the European Economic Area (EEA). Where this is the case, we take care to ensure that your data remains protected to at least the same level as it would be within the EEA. We do this by ensuring that there is either a legally binding contract in place or the country or organization is deemed adequate for data protection purposes by the relevant authorities.

Electronic or paper copies of your data may also be stored securely at your surgery. After your coaching is completed a brief report of your engagement with the service will be sent to your surgery. This report won't contain any private and confidential information unless it has been agreed with you.

We will not share your information with anyone outside the specific requirements of the service without your consent, unless required to do so by law.

#### ✓ What is personal and sensitive data?

Personal data is any data that can be used to identify you. This may include your name, date of birth, address, telephone number, etc. Sensitive data is information related to specific things, such as any health conditions.

#### ✓ What is a data controller?

A data controller is someone who is responsible for your data and who must make sure your data is processed according to the law. For example, they are responsible for making sure the information held about you is accurate and kept secure.

In this case, the data controller is **Know Your Own Health (<http://kyoh.org>)**. If you have any questions about your data, you can contact us at [support@kyoh.org](mailto:support@kyoh.org)

#### ✓ Can I withhold my permission?

Yes – when we ask for your permission, it will be for a specific purpose and it will not affect our service to you if you say no. You also have the right to object to us using your data for other purposes, where permission is not needed. However, we may not be able to provide a service to you if we cannot use your data for necessary purposes.

#### ✓ What other rights do I have?

You have the right to know what data we hold about you and to access that data. You have the right to have any incorrect information rectified and, in certain circumstances, the right to have your data deleted. Please speak to us at [support@kyoh.org](mailto:support@kyoh.org) if you want to use any of these rights

✓ **How long do you keep my data for?**

We may keep your data for up to seven years after your last contact with us in order to comply with our legal and contractual obligations, and longer if there is a legitimate reason to do so.

✓ **What if I am not happy?**

Please speak to your coach or contact us at [support@kyoh.org](mailto:support@kyoh.org) if there is anything you are not happy with. You also have the right to report a concern with the Information Commissioner's Office if you feel we have not properly looked after your data. You can do so on their website: <https://ico.org.uk/concerns/>

## Confidentiality

Health and Wellbeing Coaching is a confidential service. This means that information you share with the coach is confidential, unless it's information you've agreed to share. The only exception to this is if the coach believes there is significant risk to yourself or others or is required to do so by a court. In most cases you would be informed before this happens.