

Privacy Notice – Cambridgeshire and Peterborough ICS Staff Support Hub

Categories of Data to be processed:

The Cambridgeshire and Peterborough ICS Staff Support Hub will process the following types of data:

1. Personal details supplied by employees of any organisation within the Cambridgeshire and Peterborough ICS (including health, social care, primary care, voluntary and not for profit sectors):
 - (a) requesting a call-back (name, email address, telephone number, organisation, date and time of requested call, GP details)
 - (b) attending a webinar, workshop or online virtual support forum (name, email address, organisation, date and time of session, if follow up requested)
2. Brief notes of the telephone / virtual consultation (name of call-handler, date/time/duration of the call, summary of issues raised (which may include sensitive information) a summary of responses given).
3. Yes/No flags indicating (a) significant risks requiring escalation, (b) decision to send summary email to staff member.
4. Details of any onward referral.

Who we may share data with:

There will be no routine sharing of this information with any other organisation. The exceptions are (1) GP or emergency services in the event of concern about significant risks of harm to self or others (provided the staff member has supplied GP details), and (2) line management and / or professional regulatory body in the event of significant concerns regarding professional conduct or fitness to practice and (3) other third parties with express consent from the staff member (e.g. for onward referral).

Who will have access to the information?

Information regarding staff members requesting a call-back, attending a webinar, workshop or online virtual support forum is only accessible to specific identified members of Cambridgeshire and Peterborough ICS Staff Support Hub staff, including specific identified CPFT staff who may provide a call back. All staff with access to data are either employees of CPFT (Cambridgeshire and Peterborough ICS Staff Support Hub is hosted by CPFT) or have an honorary contract with CPFT.

Data is stored in a secure SharePoint folder within the CPFT Microsoft Office 365 tenant and is only accessible to those staff members providing the service.

We are required under Article 5 of the General Data Protection Regulations to provide you with the information in the following 6 subsections.

1) Data Controller contact details	Cambridgeshire & Peterborough NHS Foundation Trust Elizabeth House Fulbourn Hospital Fulbourn Cambridgeshire CB21 5EF Switchboard : 01223 219400 ICO Registration number Z6521629
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<p>2) Data Protection Officer contact details</p>	<p>Kay Taylor Data Protection Officer/Information Governance Manager Cambridgeshire & Peterborough NHS Foundation Trust Elizabeth House Fulbourn Hospital Fulbourn Cambridgeshire CB21 5EF Tel: 01223 219400 informationgovernance@cpft.nhs.uk</p>
<p>3) Purpose of the processing</p>	<p>The purpose of processing personal and sensitive data is to provide a support service to employees of any organisation within the Cambridgeshire and Peterborough ICS to manage their health and wellbeing.</p> <p>Requests received via a Microsoft Form, telephone call or email for support will be used to assign caseworker and/or schedule calls with employees to provide support, and information will be recorded and the outcome of those calls will be shared with the staff member concerned.</p> <p>Requests received via EventBrite for workshops, webinars and virtual support forums will be used to share joining information about the relevant session(s) and any follow up as required.</p> <p>Aggregated information will also be shared for performance reporting purposes.</p>
<p>4) Lawful basis for processing</p>	<p>Article 6(1)(a) Consent- the data subject has given consent to the processing of his or her personal data for one or more purposes.</p> <p><i>And</i></p> <p>Article 9(2)(a) Consent-the data subject has given their explicit consent to the processing of his or her personal data for one or more purposes.</p> <p>Under exceptional circumstances data maybe shared under Article 6 1 (d) Vital interest and Article 9 2 (g) Public interest.</p>
<p>5) Recipient or categories of recipients of the shared data</p>	<p>The data will not be shared further unless the clinician (caseworker) feels that there is a significant concern to your safety or that of others, under these circumstances information may be shared with emergency/safeguarding services. Data may also be shared under our professional obligations to report where there is a concern regarding fitness to practice.</p>
<p>6a) Rights to object</p>	<p>You do not have the right to object to the processing of your data as you have given your consent however you do have the right to withdraw consent at any time.</p>
<p>6b) Right to Erasure</p>	<p>You have the right to ask that your data is erased</p>

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<p>6c) Right to access and correct</p>	<p>You have the right to:</p> <ul style="list-style-type: none"> • Request access to the personal data we hold about you • Request the correction of inaccurate information recorded in our records • Request that your information be deleted or removed where there is no need for us to continue processing it and where the retention time has passed • Ask us to restrict the use of your information where appropriate • Right to withdraw consent
<p>Automated Decisions</p>	<p>The Trust does not use automated decision making</p>
<p>Transfer outside of UK</p>	<p>The Trust does not transfer data outside of the UK</p>
<p>Retention period</p>	<p>All records held by the NHS are subject to the Records Management Code of Practice for Health and Social Care Act 2016 (the Code). The Code sets out best practice guidance on how long we should keep information before we are able to review and securely dispose of it.</p>
<p>6e) Right to Complain</p>	<p>You have the right to complain to the Information Commissioner’s Office, you can use this link https://ico.org.uk/global/contact-us/ or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate).</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website).</p>