

Fair processing notice for Healthy Leicestershire websites user research

This notice is to tell you about why we need your information and how we will handle it. This notice is for Healthy Leicestershire websites user research.

What information do we need from you?

We need to know the following about you: your name, contact details such as email address and phone number, and details of your experiences with health information if applicable. Personal data will only be collected for the purposes of contacting you. Your personal data will not be included in any further processing such as reports etc.

For monitoring we will also ask for your age, gender, postcode, whether you are a carer of a child or adult, ethnicity, whether you are in employment, training or other, and your sexual orientation.

We will be making video or audio recordings of meetings or interviews to be transcribed later. We will endeavour to minimise any personal data processing and the level of processing will be at your discretion. We will not ask you to participate in any way which may make you feel uncomfortable.

Why do we need this?

We need your contact details to contact you, to see if you are available, and would like to help us with our various research activities over the next few months.

We need information about how you engage with health information, so that we can better understand our target audience's needs, behaviour, language and challenges when it comes to accessing health and wellbeing resources. This will inform how we structure and design the websites, ensuring that it is as accessible as possible to meet the needs of our users.

We need equality monitoring information about you to ensure that we are engaging with a diverse group of people and meeting the needs of the population of Leicestershire and Rutland.

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case we are using our official authority or performance of a public task as the lawful condition for us to do this. Various UK laws including but not limited to The Health & Social Care Act 2012 and the Localism Act 2011.

We also need an appropriate lawful reason to process sensitive data. In this case we are processing your sensitive personal data because of substantial public interest, including equality monitoring and health or social care requirements.

For the information relating to your age, gender, postcode, whether you are a carer of a child or adult, ethnicity, whether you are in employment, training or other, and your sexual orientation, our lawful basis to process this information is substantial public interest – equality of opportunity.

Who will we share this with?

Sometimes we need to share your information with others, such as our BOX UK who are helping us with this research. We will only do this when it is necessary, or if we are required to do so by law. We will also process your information for statistical analysis but endeavour to ensure your anonymity. The statistical analysis/report that we produce may be shared with other organisations like NHS services, in order to evidence our findings and share our learning. No identifiable data will be included within the report.

How will we keep it secure?

We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it. We will not send your information outside of the UK/ Europe.

How long will we keep it for?

We will only keep this information for as long as necessary which is 1 year, or as the law requires. For the recordings we will delete this information when it has been transcribed and checked.

What else would we like to do?

We will ask whether you are happy for us to contact you again regarding any future engagement work in relation to Healthy Leicestershire websites user research. This will also be in line with the retention periods set out in this document, therefore we will not have access to contact you beyond those dates.

What are your rights?

You may request to see a copy of the personal information we hold about you. The law also provides you with other rights regarding your information including correction of inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted.

If you are unhappy with the way your data is being handled or if you need to contact Leicestershire County Council's Data Protection Officer, please contact the Information Governance Team: informationgovernance@leics.gov.uk

If you are not satisfied with any response you may receive from us based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office does like to see that you have raised a complaint with the Council first and received a response before contacting them. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Website: www.ico.org.uk