



How we keep your information safe



Easy Read



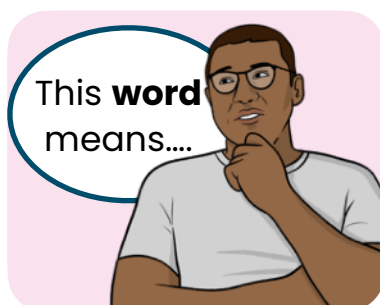
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** – this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



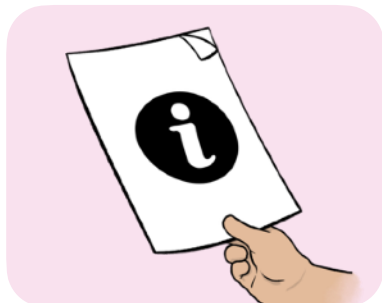
Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet

This is information from Healthwatch England about:



- How we collect your information.



- How we use your information.



- How we keep your information safe.

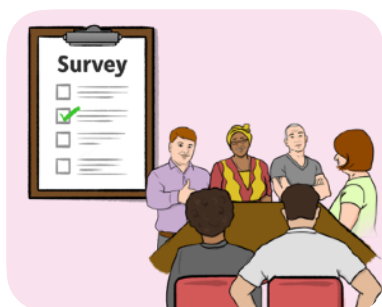


We use information to help us do our job.



We will always follow the laws about keeping information safe.

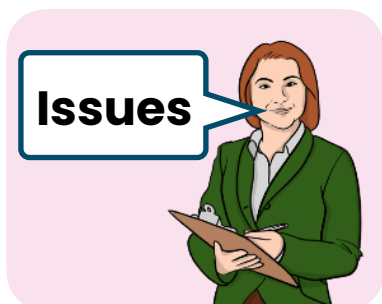
Why we collect your information



We collect lots of information in different ways, like surveys or in meetings.



We use the information you give us to find out what issues people have with health services.



We can then tell the NHS and the government about these issues.

The law says that we can collect and use your personal information to help us do our work because:



- It is our job to speak up for all people who use health and care services in England.



- We must make sure that we think about the needs of different groups of people.



We will always tell you what information we are asking for and how we will use it.



We will not usually collect personal information about you, like your address or phone number.

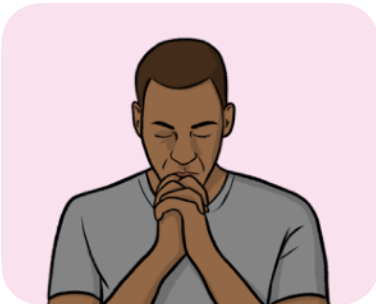
We might ask for information about yourself, like:



- Your health conditions and treatment.



- Your ethnic origin – this is where your family comes from and your race.



- Your religion or belief.



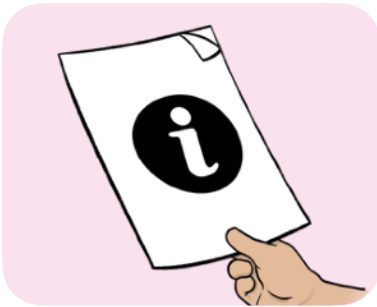
- Your sexual orientation – this is who you are attracted to.



This information can help us to know how different groups of people get healthcare.



You will never have to give us the information if you do not want to.



We will only ever collect information if we have a reason to use it.



We will also ask if you are happy for us to contact you in the future to tell us more about what happened to you.



We might use your words in our reports but we will never write your name in them.



Your information might be sent between local Healthwatch groups and Healthwatch England.



We use the information to find out if similar things are happening around the country.

The information our volunteers or staff give us



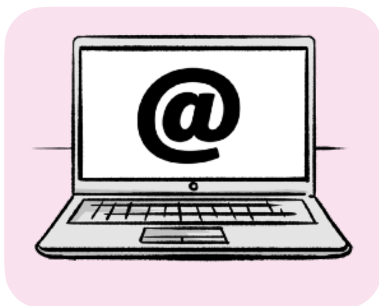
We collect information about people who **volunteer** or work for us.

Volunteers give their time for free to help out.

We keep some personal information about volunteers and staff, like:



- Names.



- Email addresses.



- Phone numbers.



The law says that we need to provide support to Healthwatch in local areas.



This means we need to keep personal information about our staff and volunteers.



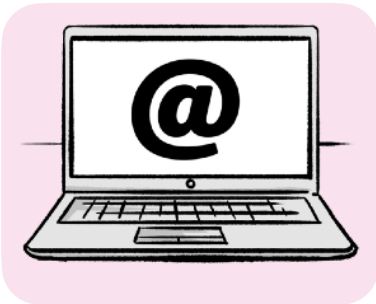
We will only ask about your health if you need to tell us about any changes you need, like having someone sign BSL for you.

Information about people who run our services

We collect information about people who run Healthwatch services, like:



- Names.



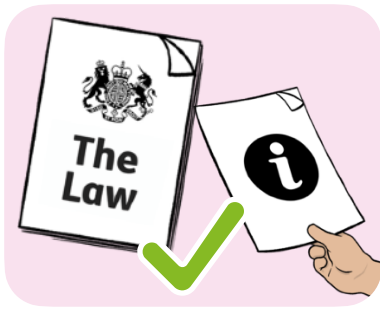
- Email addresses.



- Phone numbers.



We use this information to support them in running our services.



The law says that we can keep and use this information to do our work.

Information about people who get our newsletter

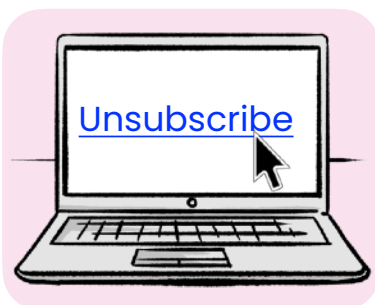
When you sign up for our newsletter, we ask you to agree to give us some information so we can:



- Send you the newsletter.



- Let you know when and how we will contact you in the future.



You can ask us to stop contacting you by clicking on the unsubscribe link in any of the emails we send you.

Information about our staff



People who work for Healthwatch England are employed by the **Care Quality Commission**.

The **Care Quality Commission** checks how good health and care services are.



You can see how they keep information safe on their website: www.cqc.org.uk/about-us/our-policies/privacy-statement



We keep information about staff and our **Committee members** to help us run our organisation.

Committee members are people who help to run Healthwatch.



We also keep some personal information about Committee members so we can send them papers and other documents.

Information about people who use our website



When people use our website, Google keeps some information about how they use the internet, called cookies.



When you visit our website you will be asked if we can use the cookies about you.



You can see more about how we use cookies on our website:

www.healthwatch.co.uk/cookies

Keeping your information safe



We do everything we can to keep your information safe.



We have different systems to make sure we are keeping your information safe.

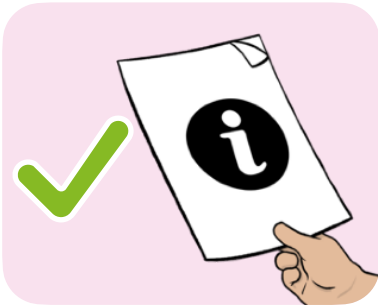


Only certain members of staff and people we work with can see your personal information.



Staff who can see personal information are trained in how to keep it safe.

Sharing your information with other organisations



We only share information with other organisations when the law says we can.



Usually when we share information, it is not linked to anyone's name.



We will not use your personal information for advertising unless you have told us that we can.



We will only share personal information if there is a very good reason to, like if someone is in danger of being harmed.



We sometimes use other organisations to work with the information we have.



If this happens, they must follow all of the rules that we follow.

How long we keep your information for



We follow the law about how long we are allowed to keep your information.



We will delete all the information after a certain amount of time.



You can read more about this on our website:

www.healthwatch.co.uk/privacy#AssetRegister

Your rights



Rights are things that every person should have by law. Like the right to be safe, the right to education, the right to be respected.

Getting information we have about you



You have a right to see any information that we have about you.



If you think we have information about you and you want to see it, please email:

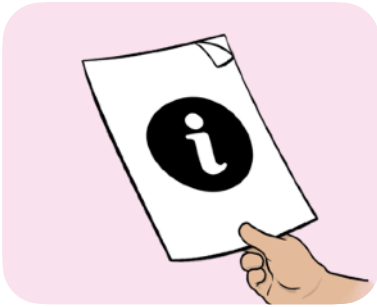
enquiries@healthwatch.co.uk



Or you can write to us:

Healthwatch England
National Customer Service Centre
Citygate
Gallowgate
Newcastle up Tyne
NE1 4PA

You have a right to:



- Get a copy of the information we have, or



- Have the information sent to a person or organisation of your choice.

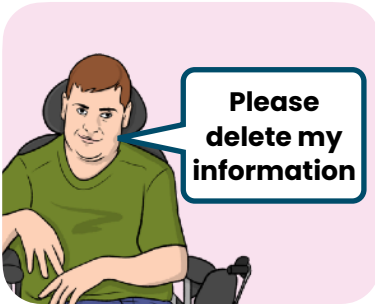
Correcting or deleting your personal information

You have a right to ask for your information to be corrected or deleted if:

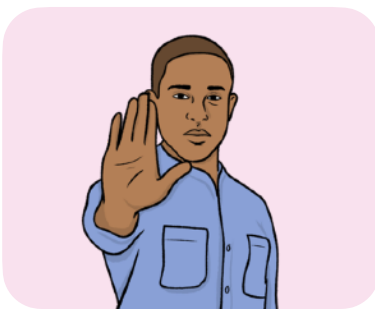


- You know that we have some information about you that is wrong.

You also have a right to ask for your information to be corrected or deleted if:



- You want your information to be deleted.



- You want us to stop using your information.

You can ask us to do this by:



- Email:
enquiries@healthwatch.co.uk



- Post:
Healthwatch England
National Customer Service
Centre
Citygate
Gallowgate
Newcastle up Tyne
NE1 4PA

Complaining about how we use your information



If you think we have used or kept your information in the wrong way, you have a right to complain.



You can contact the **Information Commissioner's Office** to complain.

The **Information Commissioner's Office** is in charge of checking that organisations follow the law about using information.



You can find their contact details on their website:

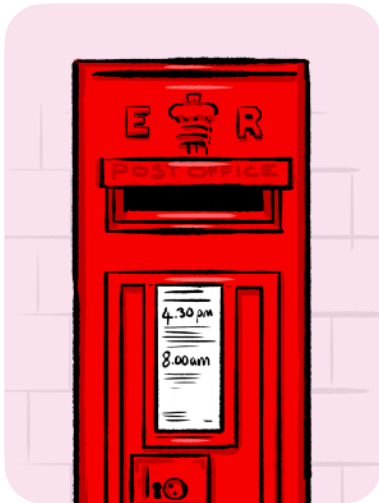
www.ico.org.uk

Find out more

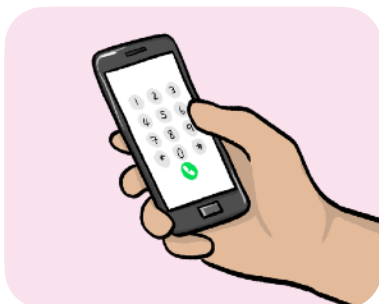


You can look at our website here:
www.healthwatch.co.uk

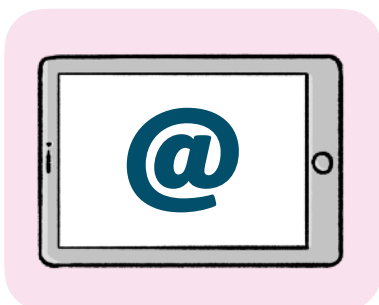
You can contact us by:



- Post:
Healthwatch England National
Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA



- Phone: 03000 683 000
Our phone line is open from
8:30am to 5:30pm from
Monday to Friday.



- Email:
enquiries@healthwatch.co.uk