

One You South Gloucestershire Privacy Notice

Your Privacy Information

One You South Gloucestershire is a healthy lifestyles and wellbeing service for people over the age of 18 who live in South Gloucestershire or are registered with a GP practice in South Gloucestershire.

Please read this One You South Gloucestershire privacy notice in conjunction with the Council's general privacy information which can be found at: [South Gloucestershire Council Data Protection Policy and Privacy Notice](#)

This privacy notice provides an overview of:

- [who we are](#)
- [your information](#)
- [how we will use your information](#)
- [the steps we'll take to make sure it stays private and secure](#)
- [who we might share your information with](#)
- [how long we will keep your information](#)
- [your rights](#)

Who we are

When we say 'we', we mean South Gloucestershire Council and Southern Brooks Community Partnerships who are the data controllers for the services provided through One You South Gloucestershire.

The data controller is responsible for deciding how your information is used and ensuring it is private and secure.

Your Information

We'll only collect your information in line with relevant law and this may relate to any of our services you apply for, currently receive or have received in the past.

If you choose to use our services, you're responsible for making sure you give us up-to-date and accurate information. If you provide information for another person, you'll need to tell them about this privacy notice and make sure they agree to us using their information.

Personal information about you may be collected in the following ways:

- directly from you
- by referral from [our partners](#) involved with delivering One You South Gloucestershire.
- from a third party acting on your behalf e.g. your GP or the NHS

- for a referral to the 'stop smoking service' where you have given consent to the person who referred you.

The information we hold about you can include:

- Name
- Date of birth
- Post code
- Address
- GP surgery
- Contact details
- Referring organisation where appropriate

We may also hold more sensitive data about you (which the data protection law refers to as 'special category' data) including:

- Gender
- Ethnicity
- Sexual orientation
- Disability
- Religion
- Employment status
- Medical information including current medication and family medical history
- Health information including biometric data (eg weight, height)
- Carbon Monoxide (CO) reading (if engaged with support to stop smoking services)
- Pregnancy and/or breast feeding status
- Mental health and wellbeing status
- Pays for prescription services
- Other relevant information relating to service delivery (eg previous support accessed)

How we will use your information

We'll use your information to provide services you have requested whilst complying with the law. You may tell us at any time if you would like to stop the service. Your information will be used to provide the service and will only be shared with [our partners](#) involved with delivering One You South Gloucestershire who have referred you or are involved with your support or treatment.

Mainly this will be because you have provided consent. In some instances, such as support to stop smoking services, we have a statutory duty to provide the service and NHS midwives and others who provide health services to women during pregnancy do not need to obtain the written consent of pregnant women who smoke to lawfully refer them to a support to stop smoking service. However, they must inform these women of the intention to refer them and should not refer any who decline the offer.

In order to provide the service you require we may share your information with the NHS to facilitate the provision of Public Health services under Section 42(4) of the SRSA (2007) as amended by section 287 of the Health and Social Care Act (2012) and Regulation 3 of the Health Service (Control of Patient Information) Regulations 2002.

We may also share your information with others outside of the Council and NHS e.g. regulators. Anonymised data may be shared with other healthcare professionals and the

Department of Health. The information we share records what has happened within your episode of care and how we have achieved the objectives set by the Department of Health.

Your information may also be shared with other public organisations for the detection and prevention of safeguarding concerns and crimes.

The steps we'll take to make sure it stays private and secure

We take great care to look after your data in terms of how we collect, store and handle your information as explained [above](#). When we transfer information with [our partners](#) to deliver the service to you we will make sure we do this securely.

We will review and update how we manage your information in response to changes in law and regularly review our processes.

Please let us know if you change your details so that we can keep your information up-to-date and accurate.

Web statistics

We collect web statistics automatically about your visit to our site based on your IP address. This information is used to help us track what people are doing on the site so that we can improve it. We don't use this information to identify you as an individual and you will remain anonymous, unless you identify yourself by completing a form or an online transaction. You can use the pop-up tool in the bottom corner of your screen when visiting our site to change this setting.

Cookies

We sometimes store small files called 'cookies' on your computer or other device to help improve your experience on the website. Our cookies cannot be used to identify you personally. Find out about [the use of cookies](#)

Transferring your information overseas

Your information is not transferred and stored in countries outside the European Economic Area (EEA) for the provision of this service.

Event booking

We use Eventbrite as our event booking platform. If you register for an event or training session online via our Eventbrite page, the information you provide when booking will be stored by Eventbrite in accordance with their [Privacy Policy](#) and [Terms](#).

Who we might share your information with

One You South Gloucestershire is managed by South Gloucestershire Council and partners including GP surgeries, pharmacies and Southern Brooks Community Partnerships.

Southern Brooks Community Partnerships are managing the mental health and emotional wellbeing part of the service and are working with the following delivery partners:

- [Bromford Housing](#)
- [Carers Support Centre](#)
- [Circadian Trust](#)
- [CVS South Gloucestershire](#)
- [Developing Health and Independence](#)
- [Diversity Trust](#)
- [Oasis Talk](#)
- [Purple Shoots](#)
- [The Care Forum](#)

How long we will keep your information

We'll keep your information for as long as you have a relationship with us. Specific information relating to this service will be retained according to the relevant record retention schedule which can be found [here](#). We may retain anonymised information about the service we provided to help us improve our services in the future.

upon completion of the 'stop smoking' services, , your personal information will be kept for twenty years for those under the age of 18, and seven years for those over the age of 18. Statistical information about people who use the service may be retained for longer than this, but this information would not identify you in any way.

Your rights

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it or to make a complaint about how we are handling it. If you have given us your permission to use your information you also have the right to withdraw that permission at any time in the future.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at DPO@southglos.gov.uk or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

Contact us

If you would like to request access to the information we hold about you, or have any concerns about how we use your information, please email us at OneYou@southglos.gov.uk

Further advice

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email casework@ico.org.uk