

Healthwatch Portsmouth Information Asset Policy

What is the lawful basis on which Healthwatch Portsmouth holds and processes personal data contained in our Asset Register?

- We hold individuals' personal data to maintain contact with and provide information to them.
- We hold individuals' personal data to contact them to gather feedback on health and social care.
- We hold individual's personal data when in receipt of applications for jobs we have advertised.

Our [Healthwatch Portsmouth Information Governance and Data Protection Policies are here](#)

Our Healthwatch Portsmouth Privacy Policy is a separate document and can be accessed here

Healthwatch Portsmouth Information Asset Register

We have compiled a register identifying categories of personal information that are held. We hold personal data in the form of:

name, address, email address, mobile phone number, home number, photographs, next of kin details/emergency contact details, employment history, unspent criminal convictions, health conditions, clinical treatments for which an NHS complaint is being undertaken by the advocacy service on behalf of and with the consent of the client seeking help from the independent health complaints advocacy service.

We hold information on individuals in the following ways:

- Contact mailing lists on Mailchimp - email addresses
- Excel spreadsheets with telephone address lists on password protected electronic records
- Social media contacts linked through our website, Facebook and Twitter accounts
- Case files on Healthwatch/ Advocacy password protected electronic records

Who we share this information with:

- We do not send on mailing lists to other organisations.
- We ask permission from clients for their personal information to be held in connection to the supporting of complaints to be made about NHS funded services as part of the independent health complaints advocacy service at Healthwatch Portsmouth
- We hold personal information in locked cupboards and drawers
- We hold personal information on secure compute systems
- We shred personal information if we have scanned the document we can hold electronically
- We need to retain personal data on clients of advocacy service to enable them to ask for more support if 'What I Now Know' occurs from new information coming to light for the patient which is relevant to their NHS complaint. We retain the records as long as HWP Advocacy Service exists.