

## Healthwatch Coventry - personal information we collect and how long we keep it for

Data subject	What information we hold	What we use this for	How long we keep it
<b>Healthwatch members</b>	With their consent we hold contact details, monitoring information and information on the interests of our individual Healthwatch members	We use this to send out regular information about our work; invites to our events and opportunities to take part in ways of giving view about NHS and care services. We do not pass on these detail to external organisations without getting specific consent from individuals.	Members consent to us having this information when they complete our membership form until they decide to end their membership. Members can update their information at any time by contacting us. We check any information which does not seem to be correct when our emails or correspondence fail
<b>Volunteers</b>	We hold application forms, training assessments, records of tasks undertaken, copies of correspondence with; supervision notes and records of when DBS checks have been carried out (if relevant); signed copies of Code of Conduct	We use this in recruiting, training, contacting, involving, supporting and supervising our volunteers in their roles. Meeting requirements on Healthwatch around the recruitment, training and DBS checks of Authorised Representative volunteers.	One year after the person has finished volunteering. We will continue to hold brief records that the person was a volunteer and our logs of the activities they did so that we can provide any references required and evidence of our work. It is a requirement for Healthwatch to publish an up to date list of Authorised Representative volunteers on our website. This is also included in the Annual Report and therefore cannot be retrospectively removed.
<b>Unsuccessful volunteering applicants</b>	Application forms, copies of correspondence, training assessments if completed	We use this for our application process to make decisions about the suitability of individuals to our volunteering roles.	One year from the application date or from the decision not to appoint them as a volunteer.
<b>Steering Group members</b>	Application forms; minutes of Steering Group meetings, reports made, and other records of activities undertaken in the role.	We use application forms to make decisions about who has a place on the group. Other data shows how Steering group members contributed whilst in their role. The Steering group is accountable to the public.	Application forms - one year after Steering Group term ended, or one year after application if unsuccessful. Minutes of Steering Group meetings, members' reports to the group and logs of activity are kept in indefinitely as important records of Healthwatch governance and activity.

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Information line clients	Electronic and paper records of contact details for and queries from individual to our Information Helpline, responses given, signposting and referrals made.	To provide a service to individuals answering their queries and providing support in raising NHS complaints; to record our work to demonstrate this in our report to our funder and in our public Annual Report; and to analyse issues and identify themes using anonymised data (this is used to inform Healthwatch work priorities and provide warning of NHS and social care service issues to NHS and social care managers/planners/regulators).	6 years after the last activity on file. For clients aged under 18 the file is kept for 6 years after the client has turned 18. Client complaints should be kept for 6 years with the client case file.
ICAS clients	Case notes (electronic and paper)	To provide and ICAS service to individuals - supporting them to raise their NHS complaint.	6 years after the last activity on file. For clients aged under 18 the file is kept for 6 years after the client has turned 18. Client complaints should be kept for 6 years with the client case file.
Participants	Paper or web based copies of completed surveys and "Enter and View" visit data	We use this to gather, analyse and present the views and experiences of users of local NHS and social care services to make recommendations for improvements as per the functions of a local Healthwatch.	One year after the report of the work is published or until any follow up work/re-visits to services are completed if longer
Participants	Correspondence via letter or email or our web forms or HW postcard	To respond to individual queries or gather information about experiences of using NHS and/or social care services	Usually one year unless correspondence (or active work related to the correspondence) is ongoing
Participants/service users	Log of issues raised/highlighted to us through all aspects of our work. Information does not include names or contact details for individuals.	To track the intelligence we gather about peoples' experiences of using health and social care services in Coventry; to identify themes and to inform our work or issues to be raised with service managers, commissioners regulators or Healthwatch England.	Ongoing

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<b>Stakeholders</b>	Contact details for contacts in external organisations - statutory, voluntary and community organisations/groups. Some of this information is in the public domain and some contact details are private	We use this to make contact with different organisations about our work, to gather feedback on NHS and social care surveys and to generate interest in the surveys we undertake. We do not pass on private contact details to third parties without specific consent.	We regular update our contacts and if they are accurate keep them indefinitely.