

Privacy Notice for the Stroke Befriending Service

(See the Volunteer Privacy Notice if you are a befriender)

Stroke Befriending is a Project to support people who have experienced a stroke. It provides a volunteer befriending service for approximately 6 visits in locations including hospitals, care homes and homes. It aims to facilitate access to community groups as part of the support.

This project is commissioned by CPFT (Cornwall Partnership Foundation Trust) on behalf of Cornwall Clinical Commissioning Group and delivered by Volunteer Cornwall.

What information we collect

- Contact details, dob, age bracket, NHS number, ethnicity
- Next of kin/carer
- Hospital, ward, care home
- Relevant medical information & GP practice
- Health & safety, mobility and/or safeguarding concerns
- Communication or support needs
- Referral information
- Risk assessment information
- Case studies: identifiable with consent or anonymised or pseudonimised if no consent
- Photographs, videos, good news stories, feedback which you have consented to sharing
- Evaluation results at first and final visit

How we get the information and why do we have it

- We collect the initial information on a referral form completed by a health professional, yourself, a friend or family member
- We will only process your personal information when we have your explicit consent to do so, which you can withdraw at any time by contacting Volunteer Cornwall below

Why we collect and use this information

We use this information:

- To create your personal record on our **Stroke Befriending** database
- To offer you support as part of the **Stroke Befriending** project
- To keep in touch with you during your involvement with the project
- To monitor and report on our interactions with you as per contractual requirements
- To complete evaluation forms with you and act on any feedback
- Comply with the 7 key principles of the GDPR:
 - Lawfulness, fairness and transparency
 - Purpose limitation
 - Data minimisation
 - Accuracy
 - Storage limitation
 - Integrity and confidentiality (security)
 - Accountability

- To share your information with relevant organisations: referrers (health staff), next of kin, funders and partners

The lawful basis on which we use this information

We collect and use your information

- Because you have given your explicit consent so that we can use your information to carry out the **Stroke Befriending** project
- Because without it we cannot perform the contract, project or service of which you are a third party

How we store your information

- On our secure, bespoke project database
- Paper information is stored in lockable filing cabinets
- We will hold your information for 6 years after the end of the project or until you withdraw your consent

Who we share your information with

We will share your information with

- Our funder & contractor who is the CPFT
- Relevant organisations – but never without your knowledge & explicit consent

Your data rights: your personal information belongs to you and you have the right to:

- Request a copy of your information via a “Subject Access Request” process (see our website for details)
- Have it amended if it is incorrect or incomplete
- Withdraw your consent to share your information at any time
- Have it deleted (where we don’t have a legal requirement to retain it)
- Be informed of how we will process it & restrict how we process it
- Object to us using it for research purposes
- Object to us using it in relation to legal tasks or in the exercise of an official duty
- Ask that we transfer the information you gave us from one organisation to another, or give it to you

How to complain:

- By phone or e-mail:
www.volunteercornwall.org.uk
 Acorn House
 Heron Way
 Newham
 Truro TR1 2XN
 VC Project Manager: HeidiC@volunteercornwall.org.uk 01872 266992
- By phone to the ICO (information Commissions Office): 0303 123 1113
 Using their online complaints service: <https://ico.org.uk/make-a-complaint/>

ICO Registration no: Z7520254