

## **Women's Health Matters: Our Privacy Policy**

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Women's Health Matters (WHM) is committed to protecting your privacy, whether as a member of staff, client, stakeholder, supporter, supplier or visitor to this website. This Privacy Notice explains what personal data we may collect, how we use it and how we ensure it is kept secure.

WHM is the Data Controller for all personal data WHM collects for various reasons and this data is held electronically on the computer, in paper files, and/or on locked and protected mobile devices. We take responsibility to ensure that your data is controlled appropriately and that all the individuals that process data on our behalf are trained and appropriate. All personal data that we collect will be used and protected in accordance with our Data Protection Policy. We are responsible for complying with data protection legislation including the General Data Protection Regulation (GDPR).

### **How WHM collects information:**

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WHM may collect personal information in the following ways:

- Directly from you – if you refer yourself for support, ask to be added to our mailing list, donations or attend one of our events
- From other organisations, with your permission – for example if another agency makes a referral to us for support on your behalf
- Publicly available information – we may use data freely available to the public, such as information published in articles.

### **What is Personal Data?**

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Personal data is any information that relates to and identifies a living person; for example, name, address, CCTV images, computer IP address, email address. Some types of personal information are classified as 'sensitive personal data' and this includes ethnicity; religious beliefs, physical/mental health; sexuality, information about criminal offences or proceedings.

Any organisation which processes personal data must have a lawful basis for doing so. WHM uses various legal bases for processing personal data and these are recorded in the section 'What Information does WHM collect and why'.

### **What information does WHM collect and why?**

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WHM needs to collect personal data in order to fulfil its role to provide support and information to women and girls.

Some information is collected because it is in our legitimate interest to process the data and in this situation we always balance this against your rights as an individual. We ensure that we only use personal data for a purpose that you would reasonably expect. Other data will be collected with the consent of the individual concerned. Detailed below are the types of personal data which we collect and the reasons, or legal basis, for doing so:

- Data relating to people who are referred to our services for support are collected to enable us to make safe contact with them. WHM has a legitimate interest in processing names, addresses, contact details and demographic/health information if this is available, in order to make contact to offer support.

- People who accept support from WHM, may be asked for further information in order to provide the best possible support to them. This may include demographic information, details of their children, emergency contact details, health information and notes on the work we do together. This information may also be used for equalities monitoring and in this situation, all data will be anonymised. Consent will always be asked when collecting this information.
- Name and contact details will be taken for people subscribing to our mailing list, attending training and other events and sessions held by WHM. Consent will always be asked when collecting this information.

Some anonymised data will be used for monitoring and reporting purposes. No individuals will be identifiable from data used for this purpose.

### **Is my data secure with WHM?**

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Yes. Personal data may be stored electronically on the computer, in paper files stored in locked cabinets, and/or on locked and protected mobile devices. We make sure that all personal data is held in a secure way and only relevant and appropriate people will be able to access it. Detailed below are some examples of how we keep information secure:

- Access to personal data on case management systems is restricted on a 'need to know' basis. Appropriate permission levels are applied so only relevant staff have access to data.
- Data stored electronically will be password protected and only appropriate staff will have access.
- All staff are fully trained in how to handle personal data including when and how it can be shared.
- WHM systems have full IT security protection, including firewalls and encryption.

All personal data held by WHM is stored on systems in the UK. All data is held inside a GDPR regulated area, other than our mailing list. If you sign up to the mailing list to receive communications from us, this data is stored on Wix's servers in the US, Ireland, Japan or Israel. Please see their privacy policy here <https://www.wix.com/about/privacy>

Personal data will be retained by WHM for a minimum period of time in accordance with applicable legislation. Data, which is no longer required, will be securely deleted and disposed of after 6 years.

### **Who does WHM share information with?**

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WHM uses various other organisations to help deliver support and to assist with our legal obligations by processing data on our behalf. We also work with other companies who process data on our behalf, these companies are known as Data Processors. Your data may be shared with all or some of these organisations and it will only be shared if it is necessary to meet our obligations. For example, individuals who are referred for support will have their details added to a case management system.

When WHM shares personal information with another organisation we will always have clear evidence on how they comply with data protection law, and where relevant a data sharing agreement.

In the course of providing support to clients, WHM may also ask for consent to share personal data with other organisations so that we can provide the best support to you. For example, this could include other charities, housing providers, health and education agencies, or any other relevant agencies. This will be explained to you at the start of support. You can give or withdraw your consent to share data with other agencies at any time.

On a rare occasion it may be necessary for us to share personal information without consent if we are required to do so by a court order or if there are other valid reasons, such as the protect a child or adult who is thought to be at significant risk or to stop a crime. If this happens, then we will record our reasons for doing it, the information we have shared. We will also let you know what we have done if it is safe to do so.

We never sell your personal information on to anyone else.

### **It's your personal data**

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The data we hold is about you and the law gives you rights about what we can do with your information:

- Consent: You can give or withdraw consent for WHM to share your personal data at any time. This will be explained to you at the start of support. There may be circumstances in which we override your consent, but reasons for this will be always explained to you.
- Subject Access Request: You can ask for a copy of the information we hold about you and this is called a 'Subject Access Request'. These requests can be in writing or verbally, so please ask about our Responding to Requests for Information Procedure. If you ask to see your data, we will provide your information within 28 days of receipt of the request. There may be some parts of your data which would not be able to let you see and this could include information which could cause serious harm to your, or someone else's wellbeing; or confidential information about other people; for example, any other professionals involved in your case. This will be explained to you.
- Inaccurate information. If you think that any of the data, we hold is wrong, please let us know by informing your keyworker or contacting us at data protection email address below. WHM would always ask that if you are receiving support from us, that you keep us informed with your correct address and contact details.
- Right to be forgotten. You have the right to ask that all your personal information to be deleted from WHM's records. Requests for your data to be deleted should be made in writing to: Data Protection Enquiry WHM, Suite 44a-48, The Refinery, Sugar Mill Business Park, Oakhurst Avenue, Leeds, LS11 7DF or [admin@womenshealthmatters.org.uk](mailto:admin@womenshealthmatters.org.uk)
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There may be some reasons why we are unable to delete all your personal information, for example, if we are required to keep it by law or if by deleting it, we could be putting someone at risk of serious harm.

## Cookies and our website

### *Cookies Policy*

Our website <https://www.womenshealthmatters.org.uk/> (the “Site”) uses cookies to distinguish you from other users of our Site. This helps us to provide you with a good experience when you browse our Site, allows us to improve our Site and allows us to identify services which may be of interest to you. By continuing to browse the Site, you are agreeing to our use of cookies.

### *What are cookies?*

Cookies are text files containing small amounts of information that are transferred and stored to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user’s device and to remember a user’s actions and preferences over a period of time.

Information is collected and used by us in accordance with the terms of this Cookie Policy and our Privacy Policy [listed in this document].

### *How we use cookies*

We use the following cookies:

- Strictly necessary cookies. These are cookies that are essential for the operation of our Site. We do not require your consent to set these cookies on your device as our website cannot function properly without them.
- Analytical/performance cookies. These allow us to recognise and count the number of visitors and to see how visitors move around our Site when they are using it. This helps us to improve the way our Site works, for example, by ensuring that users are finding what they are looking for easily.
- Functionality cookies. These are used to recognise you when you return to our Site. This enables us to personalise our content for you, and remember your preferences (for example, your choice of language or region).

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

<b>Cookie</b>	<b>Name</b>	<b>Purpose</b>	<b>More information</b>
Google Analytics	_ga	Used to distinguish users.	For more information in relation to this cookie please see: <a href="https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage</a>
Google Analytics	_gid	Used to distinguish users.	For more information in relation to this cookie please see: <a href="https://developers.google.com/analytics/dev">https://developers.google.com/analytics/dev</a>

			<a href="https://developers.google.com/analytics/dev-guides/collection/analyticsjs/cookie-usage">guides/collection/analyticsjs/cookie-usage</a>
Google Analytics	__gat	Used to throttle request rate.	For more information in relation to this cookie please see:  <a href="https://developers.google.com/analytics/dev-guides/collection/analyticsjs/cookie-usage">https://developers.google.com/analytics/dev-guides/collection/analyticsjs/cookie-usage</a>

Please note that third parties (including, for example, providers of external services like web traffic analysis services) may also use cookies, over which we have no control.

#### *How you can manage your cookie preferences*

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our Site.

Except for essential cookies, all cookies will expire after two years.

#### *Contact us*

If you have any questions regarding this Cookie Policy or our use of cookies, please contact us: call us on 0113 276 2851, or email [admin@womenshealthmatters.org.uk](mailto:admin@womenshealthmatters.org.uk)

#### **How to contact us**

If you have any concerns or worries about how your personal data is being processed by us or would like to complain about how we manage your information, please contact us in writing at the following address:

Data Protection Enquiry

Women's Health Matters, Suite 44A-48 The Refinery, Sugar Mill Business Park, Oakhurst Avenue, Leeds, LS11 7DF

#### **Further information about privacy and personal data**

If you would like to get independent advice about data protection, data sharing issues or privacy, or lodge a complaint about how we process your data, you can contact the Information Commissioner's Office (ICO) at the following address:

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. Website: [www.ico.org.uk/for-the-public](http://www.ico.org.uk/for-the-public)

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