



CBC Health Ltd Website Privacy Notice

Our contact details

CBC Health Ltd (CBC) is the controller for the personal information we process, unless stated otherwise.

There are many ways you can contact us including by phone, email, and post.

Our postal address is:

CBC Health Ltd
Ground Floor Building 7,
Queens Park,
Queensway North,
Team Valley,
Gateshead,
NE11 0QD

Phone Number: 0191 497 7710

For general contact please use this page of our website: [Contact Us](#)

Our Data Protection Officer is: Kate Watson. You can contact her at cbchealth.governance@nhs.net or via our postal address. Please mark the envelope 'Data Protection Officer'.

Summary of our Privacy Notice

Your privacy is extremely important to us. Our privacy notice tells you what we do with your data, why we use it, who we share it with and how long we keep it. As it's your data you have the right to know what's happened with it, the types of data we hold about you, and how long we keep it will depend on your relationship with us and the reasons why we have it. Personal data is information that could identify you. We have to have a valid reason to use your data.

Your rights are important and are explained in full in our fair processing notice. For full details on how we use your personal data, your rights and how you can contact us you can find our fair processing notice on our website.

We only use the information you provide about yourself when using this website to answer your enquiry or to help us to improve our service to you. We do not share this information with any third party unless it is necessary to answer your enquiry if that enquiry requires the involvement of a third party. We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

The type of personal information we collect

We may collect and process personal information for the following reasons:

- You have made an enquiry to us.
- You have made an information request to us.
- You have made a complaint to us.
- You sign up for our newsletter.
- You are interested in volunteering for the COVID vaccine service and have submitted an application form via the Vaccination Service Application Form link on the home page.

Credit Card Details

CBC Health Ltd will **never** ask for Credit Card details, and requests that you do not enter it when you submit any information using our Contact Us facility.

Visitors to our website

We may collect information about your visits to our website, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out such things as the number of visitors to the different parts of our website. This information is processed in a way that does not identify anyone. We do not make any attempts to find out the identities of those visiting our website.

Cookies

To comply with legislation, we are required to tell you about the cookies used on this website.

We use cookies only because we want you to find the information you need as quickly and easily as possible.

A cookie is a small text file that is placed on your computer when you visit a website. Cookies help websites function usefully and can provide information to website owners.

Our cookies do not place viruses on your computer and cannot run programs.

Our cookies do not provide us with any private or personally identifiable information about you. All data that is gathered is anonymous.

Some of the cookies we use collect information about how visitors use our site.

Your web browser gives you the ability to accept or decline cookies. Generally, web browsers automatically accept cookies, but you can modify your browser settings to decline cookies if you prefer however, if you chose to decline cookies, this may affect any useful features of the website.

You can find out more about cookies including how to see what cookies have been set and how to manage and delete them, at these sites:

<http://www.allaboutcookies.org/>

<http://tools.google.com/dpage/gaoptout>

How we get the personal information and our legal basis for processing it

Most of the personal information we process is provided to us directly by you by filling in your details and submitting a message/enquiry using our 'Contact Us' page on our website:

<https://www.cbchealth.co.uk/contact>. This includes your name and email address, and any other information you submit within your message. By submitting your information, you consent to the use of that information as set out in this notice. If you submit an application form via our Vaccination Service Application Form link on the home page: [Vaccination Service Application Form](#), once received, the application form will be processed in line with HR recruitment procedures as set out in CBC's Fair Processing Notice.

The table below illustrates the legal bases we rely on for processing information under the General Data Protection Regulation (GDPR). If the information you provide us in relation to your enquiry contains special category data, such as health, religious or ethnic information, a lawful basis from Article 9 must also be met.

Reason for processing	Legal basis Article 6		Legal basis Article 9	
	You have made an information request to us	Article 6 (1) (c)	Necessary to comply with a legal obligation.	Article 9 (2) (g)
You have made a complaint	Article 6 (1) (e)	Necessary to perform a public task.	Article 9 (2) (g)	Necessary to perform a public task.
You have made an enquiry	Article 6 (1) (e)	Necessary to perform a public task.	Article 9 (2) (g)	Necessary to perform a public task.
You have signed up to our newsletter	Article 6 (1) (a)	Consent		
You are interested in volunteering for the COVID vaccine service and have submitted an application form via the Vaccination Service Application Form link on the home page.	Article 6 (1) (f)	Necessary for the legitimate interests of the employer.		

How we protect your information

Whilst we do our best to protect your personal information, the transmission of information via the internet is not completely secure, and we therefore cannot fully guarantee the security of the information that you transmit to us via our website. Once we have received your information, we use strict internal procedures and security to prevent unauthorised access. We also keep your information confidential. CBC Health Ltd has procedures in place that cover the storage, access and disclosure of your information.

Date: 06/04/2021

Where we provide links to websites of other organisations, this privacy notice does not cover how that organisation processes personal information. We encourage you to read the privacy notices on the other websites you visit.

How we store your personal information

Your information is securely stored on a secure computer network. Where emails are transmitted internally to a relevant member of staff to respond, these are not held any longer than necessary. The Contact Us inbox is checked on a regular basis and emails are deleted daily once actioned. Any information that is printed is disposed of securely using a shredder. Application forms submitted through the Vaccination Service Application Form link on the home page are stored securely in a database within CBC Health's NHS Digital managed SharePoint tenant.

Your data protection rights

We will not share your information with any third parties for the purposes of direct marketing.

You have the right to ask us what data we hold about you and tell us if it needs updating, or object to our use of your data. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at:

CBC Health Ltd,
Ground Floor Building 7,
Queens Park,
Queensway North,
Team Valley,
Gateshead,
NE11 0QD

Or Email: cbchealth.governance@nhs.net if you wish to make a request.

How to complain

We aim for the highest standards when using your data, but if you think we got something wrong you have the right to complain to us about this. If you have any queries or concerns about our use of your personal information, you can make a complaint to us at:

Email: cbchealth.governance@nhs.net

Data Protection Officer
CBC Health Ltd
Ground Floor Building 7
Queens Park
Queensway North
Team Valley
Gateshead
NE11 0QD

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Updated: April 2021

If we change our privacy notice we will post the updated notice on our website, and may place notices on other page of the website so that you may be aware of the information we collect and how we use it at all times. Continued use of the service will signify that you agree to any such changes.