



Community Based Care Health Federation Limited Website Privacy Notice

Our contact details

Community Based Care Health Federation Limited (CBC Health Federation) is the controller for the personal information we process, unless stated otherwise. A controller decides on why and how information is used and shared.

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

Our postal address is:

Name: CBC Health Federation
Address: Queen Street Business Centre
117 Queen Street
Gateshead
NE8 2ST

Phone Number: 0191 497 7710

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

Data Protection Officer Details: Our Data Protection Officer is Kate Watson. You can contact her regarding any concerns you have relating to the use of your personal data, at cbchealth.governance@nhs.net or via our postal address. Please mark the envelope 'Data Protection Officer'.

SIRO Details: Our Senior Information Risk Owner (SIRO) is Sarah Errington. Our SIRO can also be contacted at cbchealth.governance@nhs.net or via our postal address.

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 under Services>Governance>Our Privacy Notices: [Governance | cbchealth](#).

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.
- You have requested information from us.
- You have made a complaint.
- You have submitted a compliment.
- You have applied to become a member.

Credit Card Details

CBC Health Federation will **never** ask for Credit Card or payment details. We request that you do not disclose such details when you submit any information using our Contact Us facility or when submitting a membership application. Membership is free of charge.

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 this site:

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

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, as follows.

- 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.
- Details you submit about compliments or complaints are picked up by the Quality and Governance Team and processed in line with internal policies and procedures also covered in our Fair Processing Notice.
- If you apply to become a CBC member, you will be directed via a link on our website to a membership application form. Your application will be processed internally but the details will be held in a database powered by a third-party membership management platform called Membermojo. More information can be found in our Fair Processing Notice. You will also find details of how Membermojo keeps your data safe, here: [Security of Your Membership Data](#). This information also contains a link to their Privacy Policy.

The table below illustrates the legal bases we rely on for processing information under the Data Protection Act 2018 and the UK General Data Protection Regulation (UK 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 enquiry	Article 6 (1) (e)	Necessary to perform a public task.	Article 9 (2) (g)	Necessary to perform a public task.
You have made an information request to us	Article 6 (1) (c)	Necessary to comply with a legal obligation.	Article 9 (2) (g)	Necessary to perform a public task.
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 submitted a compliment	Article 6 (1) (e)	Necessary to perform a public task.	Article 9 (2) (g)	Necessary to perform a public task.
You have applied to become a member	Article 6 (1) (f)	Necessary for the legitimate interests of the employer.	N/A	
You have expressed an interest in receiving information relating to job vacancies.	Article 6 (1) (f)	Necessary for the legitimate interests of the employer.	N/A	

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 Federation has procedures in place that cover the storage, access and disclosure of your information.

Where we provide links to websites of other organisations, this privacy notice does not cover how those organisations process your personal information. We encourage you to read the privacy notices on any 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 mailbox is checked on a regular basis and emails are deleted daily once actioned. Any information that is printed is disposed of securely using an approved shredder that meets the legal standard for destruction. Any compliments you submit via the website are picked up by the Quality and Governance Team from a dedicated mailbox which is only accessed by named individuals in that team. The details of any compliments received are entered into our Customer Services module of our Ulysses system, which is a web-based system used to record the organisations governance activity. Details of any complaints received are also picked up by our Quality and Governance Team via their dedicated mailbox, and these are also entered into our Ulysses system for ongoing management. See our Fair Processing Notice for details on how complaints are processed. Our Fair Processing Notice is available on our website: [Governance | cbchealth](#).

Records Retention - How long do we hold information for?

All records will be retained in line with the Records Management Code of Practice 2021 and will not be held for longer than necessary. The code of practice sets out the required standards of practice in the management of records for those who work within or under contract to NHS organisations in England based on current legal requirements and professional best practice. Confidential information is securely destroyed in accordance with this code of practice. This complies with Article 5 of the UK GDPR Principle 5 (storage limitation).

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:

Data Protection Officer,
CBC Health Federation,
Queen Street Business Centre,
117 Queen Street,
Gateshead,
NE8 2ST

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 Federation
Queen Street Business Centre,
117 Queen Street,
Gateshead,
NE8 2ST

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have responded to a complaint you made in relation to how we use 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: May 2026

If we change our privacy notice, we will post the updated notice on our website and may place notices on other pages 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.