

Community Link Working Privacy Policy – how we will use your personal information

As Community Link Workers (CLW), we appreciate that when you share your personal information with us, you trust us to look after it. This Privacy Policy gives you information about the different ways we use and store your personal data.

What is personal information and data?

It is information that identifies you. It includes things like your name, address, postcode and health data.

What are Community Link Workers?

Your CLW is a social practitioner and works as part of the primary care team based at your GP practice. We can help you to improve your health and how you are feeling by linking you into activities and services available in your local community.

- We can spend time with you to talk about what really matters to you.
- We can help you to identify any problems or issues you are experiencing.
- We can support you to set goals and work with you to achieve these.
- We keep up to date with what is happening locally so we can tell you about new services and resources.
- We can go with you to visit these services.

If you would like to be referred to a CLW ask a member of your Primary Health Care team. A CLW can see you at your GP practice or a community venue if that is easier for you.

We are employed by Carr Gomm who, working in partnership with NHS Lothian, is responsible for ensuring we keep your information safe and use it appropriately. Carr Gomm has agreed formal processes with NHS Lothian to ensure that we only access the health information about you that we need to provide you with the right support. You can find details of this by contacting Nadia Ben Said, nadiabensaid@carrgomm.org for more information.

How we protect your personal information

- We take care to make sure your personal information is only available to those directly involved in your care. This is known as the 'need to know' principle.
- CLWs have a legal and contractual duty to keep your personal information secure, and to handle confidential information safely.
- Our use of your personal health information is covered by a duty of confidentiality, and is regulated by Data Protection legislation. This gives you a number of rights, including the right to access the information we hold about you.
- Your personal information is protected by Data Protection legislation. You can get more information on our website or on the Information Commissioner's website at www.ico.org.uk.

How we use and share personal information

- To provide you with the support you need, the CLW may need to access relevant details from your GP health records. This information will only be used by the CLW and only to support you.
- Regular audits of the GP practice's information system are carried out to ensure that your personal information is only being accessed by people who need to see it in order to support you.
- The Community Link Worker will also keep a separate secure and confidential detailed record about you. Where appropriate, a summary may be shared with the practice

and/or another agency on a 'need to know' basis. For example, we may refer you to a specialist service and send relevant information in the referral letter.

- There may be times when we need to share information without your consent, including where there is a concern of harm to you or to others.
- Sometimes we may participate in studies that are designed to improve services. If these studies include case studies or involve you personally we will ask you for your consent.