

Privacy notice – Occupational Health Service

Who we are?

Derby City Council is the local government unitary authority for Derby City. Our address is The Council House, Corporation Street, Derby, DE1 2FS. You can contact our Data Protection Officer on 01332 640763 or by email at data.protection@derby.gov.uk

How do we collect information from you?

We collect information from you when you are referred to the service by your referring manager. We also collect data when you have your assessment with our clinical staff or when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the reason why we need to process information relating to you. This could be personal information (such as your name and address), or other more sensitive data including medical information that we would only collect and use in accordance with the general data protection regulation.

Details of information obtained from third parties?

Sometimes, third parties may make a referral to us on your behalf. When we receive a referral in this way, we will contact you but won't give any information to the third party other than acknowledging that we've received the referral.

How is your information used?

In accordance with our contractual and legal obligations we may use your information to:

- set up confidential, secure client records within the Occupational Health Service.
- assess and monitor your health and wellbeing to enable effective work.
- obtain further medical evidence from your treating specialist or GP with your consent
- arrange further appointments with our Occupational Health Physician Provider where necessary and explicit consent given (Hobson's Health)
- to protect employees' mental and physical health, safety and wellbeing

Research and statistics

Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.



Who has access to your information?

Only authorised personnel in the Occupational Health Team and our resident Occupational Health Physician provided by Hobsons Health have access to your information.

Staff within the service means our Occupational Health Advisors, Service Manager and administrators. The reasons for are listed below...

- Our clinical staff need access to your information to be able to carry out the health assessments work that the referring manager have requested by referring into the service.
- The service manager can access your information to audit the service. This is to ensure that corporate and local policies and procedures are followed and to fulfil risk assessment and risk management responsibilities under health and safety legislation.
- The service manager and administrators can access your information in order to ensure the service operates efficiently and clinics are organised and prepared to the required standards.
- Our administrators need access to certain medical information so that the service can respond to enquiries as they arrive and to report on service levels and effectiveness and ensure a clinical member of the team can respond within timescales.

On rare occasions if we believe someone is at serious risk of harm, we may have a duty of care to report this information to the police or safeguarding board.

In all other circumstances, we will only share any information with your explicit consent including when referral may be required to Hobson's Health Physician.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Occupational Health Service.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The service can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to challenge automated decisions - you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule; information about this is at <https://www.derby.gov.uk/retention-schedule/>. We will comply with Data Protection legislation.



What security precautions are in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

None.

Cookies

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://www.derby.gov.uk/site-info/about-cookies/>.

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand, whenever you provide us with personal information.

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
The Council House,
Corporation Street,
Derby, DE1 2FS

By phone: 01332 640763

By email: data.protection@derby.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow



Cheshire
SK9 5AF

By phone: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk.

