



Wraparound Hospital to Home Service Privacy Policy

Our contact details

Name: Third Sector Dumfries and Galloway

Address: Monreith House, The Crichton, Dumfries, DG1 4ZZ

Phone Number: 0300 303 8558

E-mail: info@tsdg.org.uk

The type of personal information we collect

We currently may collect and process the following information:

- Community Health Index number
- Age
- Full name
- Full address
- Housing status
- Contact number
- Email address
- Digital access
- Care and support networks, including Carer status, support from Carers, and mobility
- Accommodation safety and security
- Financial wellbeing
- Mental health and emotional wellbeing



How we get the personal information and why we have it

The personal information we process is provided to us directly by you through a questionnaire (Guided Conversation) for the following reason:

- To access the Wraparound Hospital to Home Service, which is a service provided by Third Sector Dumfries and Galloway, a Scottish Charitable Incorporated Organisation SC043832.

We use the information that you have given us in order to create a package of support through the Service.

We may share the above provided information with third sector organisations (charities, community organisations etc) that will provide the support as detailed in your package via the Hospital to Home Wraparound Service.

Under the UK General Data Protection Regulation (UK GDPR), the lawful base we rely on for processing this information is:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting wraparoundhtoh@tsdg.org.uk or by phoning 0300 303 8558 and asking to speak to the Wraparound Hospital to Home Service Coordinator.**

We may also, as part of the Wraparound Hospital to Home Service collect Special Category Data [data concerning health]. Under the UK General Data Protection Regulation (UK GDPR), the lawful base we rely on for processing this information is:

- (a) Your explicit consent, as given and recorded at the start of a Guided Conversation with the Wraparound Hospital to Home Service coordinator. You are also able to remove your consent at any time. You can do this by contacting wraparoundhtoh@tsdg.org.uk or by phoning 0300 303 8558 and asking to speak to the Wraparound Hospital to Home Service Coordinator.**

We also use this information in order to create the package of support through the Service.

We may also share the above provided information with third sector organisations (charities, community organisations etc) that will provide the support as detailed in your package via the Hospital to Home Wraparound Service.



How we store your personal information

Your information is securely stored on Third Sector Dumfries and Galloway's site on Salesforce, a customer relationship management tool. Salesforce's Privacy Information can be accessed [here](#).

We keep the data as listed above in 'Type of personal information we collect' for a legally required four years if the client has a successful Wraparound Hospital to Home Service referral. We will then dispose of your information by deleting the data from Third Sector Dumfries and Galloway's Salesforce site.

We keep the data as listed above in 'Type of personal information we collect' for one year if the client has an unsuccessful Wraparound Hospital to Home Service referral. We will then dispose of your information by deleting the data from Third Sector Dumfries and Galloway's Salesforce site.



Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

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 by email at wraparoundhto@tsdg.org.uk, phone on 0300 303 8558, or by post to Wraparound Hospital to Home Service, Third Sector Dumfries and Galloway, Monreith House, The Crichton, Dumfries, DG1 4ZZ if you wish to make a request.



How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by email at info@tsdg.org.uk, phone on 0300 303 8558, or by post to Third Sector Dumfries and Galloway, Monreith House, The Crichton, Dumfries, DG1 4ZZ.

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>