

Privacy Notice – Joy Social Prescribing Software

Who we are

London Borough of Havering (LBH) is registered with the Information Commissioner's Office (ICO) as a 'Data Controller' This privacy notice applies to you ('the service user') and LBH ('the Council'). The Council takes the privacy of your information very seriously.

This privacy notice relates to our functions relating to the Joy social prescribing software. It provides additional information that specifically relates to this particular service, and should be read together with our [general privacy notice](#), which provides more detail.

What data do we collect

We collect your name and contact details. We may also collect additional personal information depending on the service you are being referred to, e.g., the name of your GP practice.

Why we collect your data

We collect your data so that we can refer you to a service you choose from the Joy directory with your consent. Any information shared for the purposes of social prescribing and personalised care will be stored within the Joy App.

The lawful basis for processing your data

The lawful basis we use to process your data as set out in UK data protection legislation is:

(a) Consent: the individual has given clear consent for us to process their personal data for a specific purpose. You can withdraw your consent at any time.

How we use your data

We will use your data to make a referral to a service you choose from the Well Havering Directory of Services with your consent on your behalf.

Who we will share your data with

We will only share your data with a service listed on Joy for the purposes of making a referral on your behalf with your consent to a service that you have selected.

How long we will keep your data

You can delete your own self referrals at any time from within the Joy App. If data is not deleted by you, we will keep your data safe and secure for a period of 8 year(s) after you are no longer using social prescribing or you have been discharged, in line with NHS retention Schedule. After this time, it will be securely destroyed. Please note that other service providers may keep your data for different periods of time according to their own retention schedules and policies.

How do we protect your data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your individual rights at [Havering data privacy statement and your data rights | Data protection | The London Borough Of Havering](#) or at <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: [**dpo@havering.gov.uk**](mailto:dpo@havering.gov.uk)

Legal disclaimer

The Council makes no recommendation, representation or endorsement or any warranty whether express or implied as to the quality, fitness for a particular purpose, non-infringement, compatibility, security or accuracy of any referrals for any services on the Social Prescribing platform.

It is for the user to make all necessary checks and to seek medical advice from a GP as appropriate.

To the extent permitted by law, the Council shall not be liable for any indirect or consequential loss or damage whatsoever arising out of or in connection with the use of the Joy Social Prescribing platform.

Safeguarding Disclaimer

The Council makes no recommendation, representation or endorsement or any warranty whether express or implied as to the quality, fitness for a particular purpose, non-infringement, compatibility, security or accuracy of the safeguarding practice of any services on the Joy Social Prescribing platform.

It is for the user to make all necessary checks to make sure that the right safeguarding is in place. You may wish to consider these guidance documents:

[After-school clubs, community activities and tuition: safeguarding guidance for providers - GOV.UK \(www.gov.uk\)](#)

[Safeguarding and protecting people for charities and trustees - GOV.UK \(www.gov.uk\)](#)