

KNOW YOUR OWN HEALTH

Privacy Notice (14 June 2018)

1. Identity and Contact Details

This privacy notice details how we use information collected by our websites: kyoh.org, lwfb.org, and our secure platform secure.kyoh.org

These sites are managed in accordance with the relevant data protection legislation in the UK. The data controller is Know Your Own Health Limited a company registered in England and Wales under registration number 07470660, our registered address is 27 Mortimer Street, London W1T 3BL and the address at which we are established is 41-43 Portland Road, Hove, East Sussex, BN3 5DQ.

You can contact our privacy officer at the address above or by emailing talktous@kyoh.org

2. The Data

Whilst you use our website we may collect information that is personally identifiable. The table below describes the information we collect and why we do so.

Information Collected	Purpose	Legal basis
Your Contact Details Your GP and/or referring clinician details Your NHS number Meetings and appointments	To provide you with counselling and online support services including our community interaction service.	Necessary for contract
Information about your medical condition and lifestyle Information collected on questionnaires and forms Your healthcare goals and progress towards them	To provide you with a counselling service and online support services	Consent (we only collect information freely given by you)
Your IP address Technical information about your browser The pages you visit and your activities whilst browsing our site	To help us to understand how people use our site To help our service providers to diagnose and repair faults To help us to detect and respond to hacking and other criminal activity.	Legitimate interests
Demographic information	To monitor and improve our service	Legitimate interests
Your contact details Information you provide on a contact form General Correspondence	To allow us to respond to your enquiry	Consent (affirmative consent given by entering into correspondence)

	To provide you with the information / mailing lists that you have requested	
Any posts or comments you make on our pages or forum	To provide an opportunity for comment and feedback	Consent (affirmative consent through submitting the post)

Please note that this list only applies to your use of our website and secure platform. If you interact with us in other ways, then additional privacy notices detailing other information and purposes will also apply.

3. Data Sharing

We may share your information with other companies in line with the purposes listed above. In all cases, we have contracts and agreements in place to ensure that your information is protected and is not used for any other purpose than those listed above. We also ensure that we only share the information that is necessary. Companies and individuals that we may share information with are:

- Companies involved with the design, hosting and maintenance of the website and our email and IT systems
- Clinicians and others involved in your care
- Your nominated supporter(s)
- People you choose to communicate with via our community interaction services.

We also provide reports on service usage to NHS organisations who commission our services. Information in these reports is aggregated and anonymised.

4. International Transfer

All information is stored and processed within the EEA

5. Retention

In accord with relevant data protection legislation, we will not retain your information for longer than is necessary for the purposes listed above and to deal with any complaint or dispute you may have. If you require further information about our information retention policies, please contact us.

6. Your rights

Under UK and EU data protection legislation, you have a number of rights with respect to your information. These include:

- The right to be informed about the information we hold about you
- The right of access to the information we hold about you
- The right to have any errors rectified
- The right to withdraw consent (where consent is the basis of processing)
- The right to object to processing

If you have any questions about the information we hold, how we use it or how to exercise these rights, please contact us using the contact details above or contact your account manager if you have one. You can also use the opt-out facilities provided in our marketing emails and in the settings on our website to change certain preferences and consents at any time.

7. Complaints

If you have any cause for complaint about the way we care for your information, please do contact us and we will do our best to resolve the situation for you. You also have the right to complain directly to the Information Commissioner's Office. You can find details of how to contact them here: <https://ico.org.uk/concerns/> or by calling their helpline on 0303 123 1113.

8. Cookies

To make this site work properly, we sometimes place small data files called cookies on your device. Most websites do this too.

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences (such as login, language, font size and other display preferences) over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

How do we use cookies?

A number of our pages use cookies to remember:

- your display preferences, such as contrast colour settings or font size
- if you have already replied to a survey pop-up that asks you if the content was helpful or not (so you won't be asked again)
- if you have agreed (or not) to our use of cookies on this site

Also, some videos embedded in our pages use a cookie to anonymously gather statistics on how you got there and what videos you visited.

Cookies are also stored by Google Analytics, the Google service which measures the effectiveness and efficiency of the website.

Enabling these cookies is not strictly necessary for the website to work but it will provide you with a better browsing experience. You can delete or block these cookies, but if you do that some features of this site may not work as intended.

The cookie-related information is not used to identify you personally and the pattern data is fully under our control. These cookies are not used for any purpose other than those described here.

How to control cookies

You can control and/or delete cookies as you wish.

For details, see <http://www.allaboutcookies.org>.

You can delete all cookies that are already on your computer and you can set most browsers to prevent them from being placed. If you do this, however, you may have to manually adjust some preferences every time you visit a site and some services and functionalities may not work.