

Healthwatch Central West London Information Asset Register

Data Controller: Local Authority Commissioners

Data Processor: Healthwatch Central West London. Accountable Officer: CEO, Olivia Clymer

Data Protection Officer: CEO, with oversight by the Board of Trustees (interim)

Asset Number	Asset Title	Asset Description	Purpose	Location/ system or place of storage	Lead Officer	Data Processor if applicable	Protective Marking	Protection Rating	Vital record	Other Security Measures if applicable	Personal Data	Lawful Basis for Processing Personal Data (Article 6)	Special Category Personal Data	Lawful Basis for Processing Special Category Data (Article 9)	Data Subject Categories	Personal Data Categories	Retention	Retention Notes	In public domain	Intended or likely recipients	Notes
1.1	Employment Data: Current Employment Information	Information regarding Healthwatch CWL employees	Legal compliance. To be aware of all data about an employee.	Breathe HR, Hestia, Peninsula, Office 365, Paper Copies in Locked Filing Cabinet	O.C	Breathe HR, Hestia, Peninsula, Microsoft	Yes	4	Yes	Restrictions - password protected or only accessible by appropriate members of staff. Exception is Breathe HR, employee can access information about themselves.	CPI	Section 1 (a) & (b)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Physical or Mental Health, Criminal Offenses.	Section 2 (a) & (b)	Employee	Employment data	Duration of employment or 6 years from end of employment.	Please see the retention schedule in tab 4 of this spreadsheet.	No	Largely just the data processors, some limited records are accessible to the CEO, Programme Manager and Administrator. Other staff are also able to access this own records on Breathe HR. Potentially future employers via reference.	
1.2	Employment Data: Past Employee Information	Information on past employers at Healthwatch CWL	Legal compliance.	Hestia, Peninsula, Office 365	O.C	Hestia, Peninsula, Microsoft	Yes	4	No	Restrictions - password protected or only accessible by CEO, Programme Manager or Administrator	CPI	Section 1 (a) & (b)	Age, Gender, Ethnicity, Sexual Orientation, Religious Beliefs, Marrital Status, Physical or Mental Health, Criminal Offenses.	Section 2 (a) & (b)	Past Employee	Past Employment data	6 years from end of employment	See above	No	Largely just the data processors, some limited records are accessible to the CEO, Programme Manager and Administrator. Potentially future employees, via reference.	
1.3	Employment Data: Recruitment Information	Information on people who have applied for a job at Healthwatch CWL	Legal compliance.	Office 365, locked filing cabinet, Hestia, recruitment websites, e.g. Charity Jobs	O.C	Microsoft, Hestia, recruitment companies: Charity Jobs and Prospectus	Yes	4	No	Restrictions - password protected or only accessible by CEO, Programme Manager or Administrator	CPI	Section 1 (a) & (b)	Age, gender, ethnicity, sexual orination, religious belief, marital status, physical or mental health, criminal offenses.	Section 2 (a) & (b)	Potential Employee	Recruitment data	2 years after recruitment is finalised	See above	No	HWCWL staff	
2.1	Volunteer Data: Volunteer Records	Information regarding Healthwatch CWL volunteers	Safe and legal recruitment of volunteers	CiviCRM, password protected documents on Office 365, Outlook emails, work phones	O.C	For CiviCRM Healthwatch England, Microsoft, O2 and Samsung?	Yes	4	No	Restictions - only Healthwatch CWL staff can access information on CRM, and only Volunteer Officer can access protected documents	CPI	Section 1 (a) & (b)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Physical or Mental Health, Criminal Offenses.	Section 2 (a) & (b)	Volunteer	Volunteer Data	2 years after volunteer leaves Healtwatch?		No	HWCWL staff	
3.1	Experience Data: Patient Stories on CRM	Stories and experiences of patients, collected over the phone, as part of outreach, through email, or via the website.	Reporting and analysis. Part of our core remit as defined by 2012 health and social care act.	CiviCRM	O.C	Healthwatch England	Yes	5	No	Restrictions - only Healthwatch CWL staff can access it	CPI	Section 1 (a) & (e)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Physical or Mental Health, Criminal Offenses.	Section 2 (a), (d) & (g)	Patient	Insight / feedback	2 years on internal database, 1 year on paper-based comments		No	HWCWL staff	
3.2	Patient Story Data Seen by Healthwatch England	Limited information from the CiviCRM feedback wizard is seen and used by Healthwatch England.	Use for their national reports	CiviCRM	O.C	Healthwatch England	Yes	5	No	Restrictions - only Healthwatch CWL staff and Healthwatch England staff have access to it.	No	Section 1 (a) & (e)	Physical or Mental Health	Section 2 (a), (d) & (g)	Patient	Insight / feedback	2 years on internal database, 1 year on paper-based comments		No	HWCWL staff and Healthwatch England	
3.3	Experience Data: Patient Stories from Website	Stories and experiences of patients collected through the website before being moved onto the CRM.	Reporting and analysis. Part of our core remit as defined by 2012 health and social care act.	Healthwatch website	O.C	Wordpress, 34SP	Yes	5	No	Restrictions - only Communications Officer and Volunteer can access it.	CPI	Section 1 (a) & (e)	Physical or Mental Health. Contact details.	Section 2 (a), (d) & (g)	Patient	Insight / feedback	Transferred to CRM at the end of each of month, then see above.		No	HWCWL staff and one communications volunteer	

3.4	Experience Data: Patient Stories stored elsewhere	Stories and experiences that are recorded elsewhere before being moved on the CRM.	Reporting and analysis. Part of our core remit as defined by 2012 health and social care act.	Office 365, Outlook emails, Survey Monkey, social media, staff notes, paper engagement forms, voicemail, work phones	O.C	Microsoft, Survey Monkey, Facebook, Survey Monkey, Excell, 02	Yes	5	No	Restrictions - only HWCWL staff have access to it.	CPI	Section 1 (a) & (e)	Physical or Mental Health. Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Criminal Offenses.	Section 2 (a), (d) & (g)	Patient	Insight / feedback	2 years	No	HWCWL staff	
3.5	Experience Data: Surveys for Projects	Surveys conducted for engagement projects.	Reporting and analysis. Part of our core remit as defined by 2012 health and social care act.	Survey Monkey, and lockable filing cabinet.	O.C	Survey Monkey	Yes	5	No	Restrictions - only HWCWL staff have access to it.	CPI	Section 1 (a) & (e)	Physical or Mental Health. Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Criminal Offenses.	Section 2 (a), (d) & (g)	Patient / Survey Respondent	Insight / feedback	Two years after completion of project survey was used for.	If data is to be kept longer than two years, all CPI should be deleted, for example, the name or age of a respondent.	No	HWCWL staff
3.6	Experience Data: Polls	Small polls conducted digitally or during outreach	Quick fire results on a particular issue	Survey Monkey, Healthwatch website, Mentimeter	O.C	Survey Monkey, Wordpress, 34SP, Mentimeter	No	2	No	Anonymised data.	No	Section 1 (a)	N/A	N/A	Patient / Poll Respondent	Insight / Feedback	1 year	Yes	HWCWL staff, general public	
4.1	Member Data: HWCL Members	Database of HWCWL members	They inform our work, come to events, receive information from us.	CiviCRM, Office 365, Healthwatch website, Outlook emails, Survey Monkey, staff notes, paper engagement forms, work phones, documents on employee laptops, Eventbrite, Mailchimp, Doodlepoll, Workplace, Google Maps	O.C	Healthwatch England, Microsoft, Survey Monkey, Wordpress, 34SP, Eventbrite, Mailchimp, Doodlepoll, Workplace, Google	Yes	5	No	Restrictions - only Healthwatch CWL staff have access to it	CPI	Section 1 (a) & 1 (d)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Physical or Mental Health	Section 2 (a)	Member	Contact details	2 years on CRM database	Database will be refreshed every two years, regardless of how long someone has been a member	No	HWCWL staff
4.2	Member Data: emailing list	Contact details of members who receive information from us via email	Sending newsletters and other news	CiviCRM	O.C	Healthwatch England	Yes	4	No	Restrictions - only Healthwatch CWL staff have access to it	PI	Section 1 (a) & (e)	N/A	N/A	Member	Contact details	2 years on CRM database	See above	No	HWCWL staff
4.3	Member Data: postal list	Postal address of members who receive paper information	Sending newsletters and other news	CiviCRM	O.C	Healthwatch England	Yes	4	No	Restrictions - only Healthwatch CWL staff have access to it	PI	Section 1 (a) & (e)	N/A	N/A	Member	Contact details	2 years on CRM database	See above	No	HWCWL staff
5.1	PPG Data: PPG Members	PPG members who we support	To support PPGs and meet targets of this project	CiviCRM, Outlook, Office 365	O.C	Healthwatch England, Microsoft.	Yes	5	No	Restrictions - only HWCWL staff have access to info on CRM or sharedrive. Data stored on PPG project coordinator's email only accessible by this employee.	CPI	Section 1 (a) & (e)	Age, gender, ethnicity, sexual orientation, religious belief, marital status, physical or mental health.	Section 2 (a)	PPG Member	Contact details, engagement	2 years on CRM database, or after the project has ended.	Database will be refreshed every two years, regardless of how long someone has been a member	No	HCWL staff, but largely just the PPG project coordinator
5.2	PPG Data: Surveys for GP practices	Surveys ran for GP practices that are supported by PPG project in West London CCG	? Talk to Odeta about this.	Survey Monkey	O.C	Survey Monkey	Yes	4	No	Restrictions - only staff access to it.	CPI	Section 1 (a)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marital Status, Physical or Mental Health	Section 2 (a)	PPG Member	Contact details, engagement	2 years on CRM database, or after the project has ended.	If data is to be kept longer than two years, all CPI should be deleted, for example, the name or age of a respondent.	No	HWCWL staff, but largely just the PPG project coordinator

6.1	Board Data: Board Members	Information on Trustees	Legal compliance, e.g. registering them with Charity Commission and Companies House	CiviCRM, Outlook, Office 365, lockable filing cabinet.	O.C	Healthwatch England, Microsoft	Yes	4	Yes	Restrictions - contact data on CRM can only be accessed by staff. Other data can only be accessed by CEO and Administrator.	CPI	Section 1 (a) & 1 (c)	Age, gender, ethnicity, sexual orientation, marital status, physical or mental health, criminal offenses. Any conflicts of interest.	Section 2 (a), (b) & (d)	Trustees	Contact details. Trustee data.	Permanently, while the individual remains an active member of the Board	No, except name only re: Charity Commission and Companies House	Healthwatch CEO, Charity Commission, Companies House
6.2	Board Data: Board Minutes	Minutes from public board meetings	Legal compliance	Website, Office 365	O.C	Wordpress, 34SP, Microsoft	No	3	No	N/A	No	N/A	N/A	N/A	Public, volunteers, employees and Trustees		Permanently	Yes	Public and other stakeholders
7.1	Local Committee Data	Information on Local Committee members	Legal compliance	CiviCRM, Outlook, Office 365, lockable filing cabinet, work phones.	O.C	Healthwatch England, Microsoft	Yes	4	Yes	Restrictions - only Healthwatch CWL staff can access information on CRM or sharepoint. Engagement leads can only access their own files and emails regarding committee members.	CPI	Section 1 (a) & (b)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Physical or Mental Health, Criminal Offenses.	Section 2 (a) & (b)	Volunteer	Volunteer Data	2 years after volunteer leaves Healthwatch?	No, except name only, which may feature in annual reports or other comms material	HWCWL staff and trustees
8.1	Report Data: HWCWL Reports	Reports of project and engagement work	To report on work undertaken and main findings to inform and change local health & social care	Office 365, Healthwatch website, personal documents of employee laptops	O.C	Microsoft, Wordpress, 34SP	No	3	No	Anonymised data.	No	Section 1 (a), (e), & (f)	N/A	Section 2 (a), (d) & (g)	Public	Insight / feedback	Permanently	Yes	Public and key stakeholders
8.2	Report Data: Statutory Annual Report	Summary of annual activities and financial spend of the organisation for the each financial year.	Legal compliance	Office 365, Healthwatch website, personal documents of employee laptops	O.C	Microsoft, Wordpress, 34SP	No	3	No	Anonymised data. Only personally identifiable information is names, and email addresses of staff and trustees, or other volunteers when consent given.	PI	Section 1 (a), (c), (e) & (f)	N/A	Section 2 (a), (d) & (g)	Trustees and staff	Contact monitoring	Permanently	Yes	Public and key stakeholders Only personally identifiable information is names, and email addresses of staff and trustees
8.3	Report Data: Enter & View Reports	Reports of Dignity Champion visits to health & social care settings. Contains anonymised data.	To report on findings from statutory enter & view visits	Office 365, Healthwatch website, personal documents of employee laptops	O.C	Microsoft, Wordpress, 34SP	No	3	No	Anonymised data.	No	Section 1 (a), (e), & (f)	N/A	Section 2 (a), (d) & (g)	Public	Insight / feedback	Permanently	Yes	Public and key stakeholders
8.4	Report Data: Board Reports	Reports by employees for Board meetings	To report on activity of organisation on bi-monthly basis	Office 365, Outlook, personal documents of employee laptops of trustees	O.C	Microsoft	No	3	Yes	Largely anonymised data, where consent hasn't been given. For example, when talking about volunteers.	No	Section 1 (a) & (b)	N/A	N/A	Board of Trustees	Insight / feedback, contract monitoring	7 years	No	HWCWL Board of Trustees
8.5	Report Data: Commissioners Reports	Reports by employees for contract commissioners	To report on activity of organisation on quarterly basis	Office 365, Outlook, personal documents of employee laptops	O.C	Microsoft	No	3	Yes	Anonymised data.	No	Section 1 (a), (b) and (c)	N/A	N/A	Contract commissioners at Local Authority	Insight / feedback, contract monitoring	Permanently	No	Contract commissioners at local authorities
9.1	Engagement Date: general engagement	Notes by employees or volunteers about general engagement	To record findings from general engagement	Office 365, notes in notebooks and diaries, outlook.	O.C	Microsoft	Yes	3	No	Restrictions - largely only accessible by relevant member of staff	CPI	Section 1 (a) & (e)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Physical or Mental Health, Criminal Offenses.	Section 2 (a) & (d)	Public, Patients, Local Authority, NHS	Insight / feedback	Up to 2 years	No	HWCWL staff
9.2	Engagement Data: project notes	Notes by employees about project/priority work	To record findings about project work for reporting	Office 365, Outlook, notes in notebooks, CRM	O.C	Microsoft, Healthwatch England	Yes	3	No	Restrictions - largely only accessible by relevant member of staff	CPI	Section 1 (a) & (e)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Physical or Mental Health, Criminal Offenses.	Section 2 (a) & (d)	Public, Patients, Local Authority, NHS	Insight / feedback	Reviewed after 2 years, to be kept up to, for an additional 3 years if necessary	No	HWCWL staff

9.3	Engagement Data: meeting notes	Notes by employees at meetings, both internal and external	To record discussions and action points of meetings	Office 365, notes in notebooks and diaries, outlook.	O.C	Microsoft	Yes	3	No	Restrictions - only staff have access to it, and paper notes are disposed of in a confidential waste bin.	CPI	Section 1 (a) & (e)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Physical or Mental Health, Criminal Offenses.	Section 2 (a) & (d)	Public, Patients, Local Authority, NHS	Insight / feedback	Up to 2 years	No	HWCWL staff	
9.4	Engagement Data: Enter & View notes	Notes by employees and Dignity Champions when conduction Enter & View visits	To record the findings of enter & view visits	Office 365, Outlook, paper forms completed by volunteers given to staff at end of visit	O.C	Microsoft	Yes	4	No	Restrictions - volunteers do not have access to notes after visit. Notes are locked in filing cabinet. Only staff have access to Office 365	CPI	Section 1 (a) & (e)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Physical or Mental Health, Criminal Offenses.	Section 2 (a), (d) & (g)	Public, Patients, Local Authority, NHS	Insight / feedback	Reviewed after 2 years, to be kept for up to, an additional 3 years if necessary	No	HWCWL staff	
10.1	Event Data: Registration	Contact details of event attendees	To record who is coming to our events	CRM, Outlook, Office 365	O.C	Healthwatch England, Microsoft	Yes	4	No	Restrictions - only staff have access	PI	Section 1 (a)	Contact details	Section 2 (a)	Public, Patients, Local Authority, NHS	Contact Details	1 year	Separate spreadsheet of attendees who wish for their contract details to be destroyed after the event. This will be made clear when people sign up online, with details of who to contact.	No	HWCWL staff before, during and after the event. HWCWL volunteers during, if they are helping with registration.
10.2	Event Data: Evaluation Form	Attendee feedback of events	To understand how to tailor future events to needs of attendees.	Locked filing cabinet, Survey Monkey.	O.C	Survey Monkey	Yes	3	No	Restrictions - only staff have access. Data is anonymised.	CPI	Section 1 (a)	Age, Gender, Ethnicity, Sexual Orientation, Religious Belief, Marriage Status, Physical or Mental Health, Criminal Offenses.	Section 2 (a)	Public, Patients, Local Authority, NHS	Feedback / Insight, Monitoring	2 years	No	HWCWL staff	
10.3	Event Data: Availability Polling	Online poll sent to attendees of a meeting.	Largely used for Board / Committee Meetings etc. to ensure maximum attendance	DoodlePoll	O.C	DoodlePoll	Yes	2	No	Name only.	PI	Section 1 (a)	N/A	N/A	Board of Trustees, Committee Members, Volunteers and Staff	Contact Details	1 year	No	HWCWL staff	
11.1	Operational Data: Financial Records	Financial records	All financial records of Healthwatch CWL	Hestia, Companies House, Charity Commission, locked filing cabinet, office 365.	O.C	Microsoft	Yes	5	Yes	Restrictions - only CEO and Administrator have access to these records among staff team.	PI	Section 1 (c)	N/A	N/A	Organisation	Organisation Data	6 years	Yes	HWCWL staff and Board of Trustees. General public and commissioners.	Financial information is available in Annual Report and on Charity Commission and Companies House.
11.2	Operational Data: Payroll Records	Payroll records	Records needed for paying employees	Hestia	O.C	Hestia	Yes	5	Yes	Restrictions - Hestia stores and processes the information on our behalf.	CPI	Section 1 (c)	N/A	Section 2 (b)	HWCWL staff	Employment data	10 years	No	HMRC	
11.3	Operational Data: Pension Records	Pension records	Records of HWCWL staff pensions	Hestia, Nest and Legal & General.	O.C	Hestia, Nest and Legal & General	Yes	5	Yes	Restrictions - staff have access to their own pension information via Nest or Legal & General.	CPI	Section 1 (c)	N/A	Section 2 (b)	HWCWL staff	Employment data	6 years	No	HWCWL staff and pension provider	
11.4	Operational Data: Contract	Healthwatch Central West London contract	Contract between HWCWL and local authority commissioners	Hestia, lockable filing cabinet, Office 365	O.C	Local Authority, Hestia, lockable filing cabinet	Yes	5	Yes	Restrictions - only appropriate members of staff have access to it.	PI	Section 1 (c)	N/A	N/A	Organisation and commissioners	Organisation Data	Permanently	No	Organisation	
11.5	Operational Data: Healthwatch Brand	Trademark license agreement	Provides us with the right to use the Healthwatch brand on all external and internal materials	Office 365?	O.C	Microsoft	Yes	3	Yes	Restrictions - Healthwatch brand can only be used by the team, or by others when authorised by communications officer.	PI	Section 1 (c)	N/A	N/A	Organisation	Organisation Data	Permanently	No	Organisation	