



Privacy Notice

COVID-19 Wellbeing and Coaching Support Network

Under Article 5 of the General Data Protection Regulation the council is required to ensure that the data it holds is:

- collected for specified, explicit and legitimate purposes
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed, and
- accurate and, where necessary, kept up to date

The Council has had to respond rapidly to working in a new way due to the social distancing required to combat the spread of coronavirus. This has meant that staff have had to adapt quickly to a variety of situations:

- Working remotely from home
- Redeployment into new roles to support front line staff
- Undertaking front line work whilst in fear of contracting the virus

As well as this, all staff are affected personally as they manage their fears and anxiety around themselves, their loved ones and friends contracting the virus, especially those in high risk, vulnerable groups. Staff may also be experiencing emotions relating to bereavement.

The Coaching and Wellbeing Support Network aims to bring together colleagues from a number of geographical and professional areas to support the clinical and wellbeing work of the council's Occupational Health Team.

How is your personal data collected?

A Network Coordinator will triage data collected from callers who contact the Service using:

- Telephone - 01228 226119
- Email - WellbeingAndCoachingSupport@cumbria.gov.uk

This data is then reviewed by a Cluster Lead and referred to the relevant Cluster Coach - depending on the themes presented during the call and availability of relevant Coaches.

Where a caller presents specific medical issues, is self-isolating for any reason having coronavirus symptoms or has been recently bereaved they will be encouraged to make an Occupational Health Referral via their Line Manager.

If a caller raises concerns about the mental/physical wellbeing of a child the matter will be referred to Cumbria Safeguarding Hub. If the coach is concerned that a staff member feels suicidal or feels like harming themselves or other people then one of the following actions will be taken:

- Call 999
- Advise caller to go to their nearest Accident and Emergency department (A&E).
- Call NHS helpline 111 which provides urgent healthcare advice

What information does the council collect about me?

To process your data the council must be able to demonstrate a relevant legal basis for doing so under either Article 6 (personal data) or Article 9 (special category data) of the General Data Protection Regulation.

Please see below for an explanation of how your data will be used by the council:

Data Required	Business Purpose	Explanation	Data Type	Legal Basis (GDPR)
<ul style="list-style-type: none"> • Name • Address • Contact Details - Email Address, Mobile or Landline Telephone Number • Contact Preferences 	Occupational Health	<p>To ensure employees are safe and well during emergency periods i.e. COVID-19</p> <p>To enable Network Coordinators to quickly signpost employees to the most suitable type of support</p>	Personal Data	GDPR Article 6(1)(e) processing is necessary for the performance of a task carried out in the public interest
<ul style="list-style-type: none"> • Mental Health/Conditions - including personal thoughts/feelings • Physical Health/Conditions - including personal thoughts/feelings 	Occupational Health	<p>To ensure employees are safe and well during emergency periods i.e. COVID-19</p> <p>To enable Network Coordinators to quickly signpost employees to the most suitable type of support</p>	Special Category Data	GDPR Article 9(2)(i) - processing is necessary for reasons of public interest in the area of public health

During contact with the Service employees may provide details about their mental and/or physical wellbeing. Network Coordinators will only record a summary of this data to enable a Cluster Lead to make a referral to the most appropriate coach.

Data Sharing

Data provided via contact with the Employee Coaching and Wellbeing Service will only be shared with:

- Organisational Development and Workforce Training Team
- Cluster Coaches

Data Security and Retention

All of the information you give us will be kept safe and secure whether it is written or on a computer system. We will treat any personal information confidentially and will comply with the Data Protection Act 2018. This means that, if we keep any of your personal data we must:

- tell you what information we need to collect from you
- only use the information for the reason we have agreed with you
- not ask for more information than we need to provide the services
- let you see any information we have collected about you, on request
- keep the information safe, secure and confidential
- personal information will be deleted in accordance with council policy

The information you supply will be kept securely and can only be accessed by authorised employees within the Organisational Development and Workforce Training Team.

Your personal information will be deleted, if appropriate, in accordance with the council's Retention and Disposal Schedule.

Complaints

If you have any concerns about the information contained in this Privacy Notice please contact: WellbeingAndCoachingSupport@cumbria.gov.uk

If you have concerns about the way the council has processed your data please contact our Data Protection Officer via dataprotection@cumbria.gov.uk.

Last Updated: May 2020