

Privacy Notice

Relative's Education And Coping Toolkit (REACT),
Lancaster University, Division of Health Research

This Privacy Notice explains how we will collect, use, disclose and protect your personal data.

This notice applies to all registered users of the Relatives' Education and Coping Toolkit (REACT).

What information do we collect from you?

We will collect basic demographic/personal information from you, including age, gender, employment status, highest education, ethnicity, area of residence, digital access, and if you would describe yourself as staff/relative/service user. We will ask you for contact details so that we can update you on REACT including your name and email address. We will also collect information about your usage of the REACT website. For example, how many times and for how long you access the different sections of the website. We collect this information because it will help us understand who is using REACT, which bits are being used most, and how we can make REACT better in the future. We will also ask for your feedback on the website, including which parts you liked best and where you would like to see changes. All feedback we will receive will be used anonymously.

How is your information collected?

You will be asked at the time you create your account to provide this information. You will be asked for feedback a short time after you start using the site.

How do we use your information?

The monitoring of demographic/personal information and website usage will help us to improve the content of the toolkit. This information will be processed on the legal basis of Article 6 (a) of the General Data Protection Regulation (GDPR) – *Consent*. We may also use some of the special category data (*e.g. ethnicity, gender, digital demographics etc.*) for research purposes with the intention of publishing journal articles, presenting at professional conferences and other related events. Where we use this data for research purposes we will only ever publish or release anonymous, aggregated data sets, in which you will not be identifiable. The lawful basis for this use of your personal data under the General Data Protection Regulation (GDPR) Article 6(e) 'the processing is necessary for the performance of a public task' and Article 9(2)(j) 'the processing is necessary for archiving purposes in the public interest, scientific or historical research or statistical purposes'.

Your email address will be used during the creation of your account process. We may occasionally send emails about updates related to the REACT website we think you may find interesting using the email address, which you have provided. The use of your email address for the above-mentioned purposes is based upon the legitimate interest of Lancaster University. All messages will be accompanied by a link that provides an easy option to opt-out from receiving further emails from the REACT team.

Who do we share your information with?

Summary data, such as numbers of people using the site in a particular geographical area, will not be identifiable and will be shared with NHS organisations to inform service delivery and future funding applications. Where we use this data for research purposes we will only ever publish or release anonymous, aggregated data sets, in which you will not be identifiable.

The University will ensure that these organisations use your data in line with data protection legislation. In many cases the University does not need to seek your consent to share this information, in particular when there is a legal or statutory obligation to provide the information.

How do we keep your information secure?

The University has robust Information Security policies in place to protect your information. All staff in the University have a responsibility to make sure that your data is handled securely.

A copy of the University's Information Security Policy and Processes can be found on the website: <http://www.lancaster.ac.uk/iss/security/policy/>

How long do we keep your information?

We will hold your name and email address for as long as the site is open for admin purposes, including but not limited to drawing attention to changes in the site or privacy notice. Your data will be held for research until June 2029 and then for 10 years after whereupon it will be deleted.

What are your rights?

You have the following rights regarding your personal data:

- a) To have access to your personal data
- b) To have inaccurate or incomplete personal data amended
- c) To have your personal data deleted
- d) To restrict the use of your personal data
- e) To request personal information in a digital form so that you can provide it to other organisations
- f) To object to automated decision making and profiling

The University has a range of policies to support these rights. These can be accessed on the Lancaster University website: <http://www.lancaster.ac.uk/privacy/rights-of-the-data-subject/>

If you wish to exercise your rights, you are advised to first read these policies, as there are some exceptions to using your rights. This includes, that you will only be able to withdraw your personal data and special category data within one month of completing it as it will be then be anonymised and not be able to be identified to be withdrawn. This data includes, your age, area you live, education level, gender, ethnic group, employment status, postcode, access to internet and electronic devices, primary reason for accessing the site, length of time supporting your relative, age of the person you support, primary diagnosis of the person you support and where you heard about the site. If you wish to withdraw your data please contact the REACT Team within one month of completion at react@reacttoolkit.uk .

You can have your account deleted at any time by contacting Lancaster University's Data Protection Officer, who's details are listed below.

Any requests to use your rights over your personal data should be made to the University's Data Protection Officer.

What are your responsibilities?

You are required to read this Privacy Notice before you decide to continue using REACT. It is important that you do this so you understand how we use your personal information and your rights.

Who do I contact for further information or if I have concerns?

Lancaster University's designated Data Protection Officer is:

Mike Abbotts,
Information Governance Manager

Email: michael.abbotts@lancaster.ac.uk

Phone: 01524 510841

Contact Mike if you have any concerns or complaints about this Notice or about the way your personal data is being used.

Lancaster University is the Data Controller for the personal data that it holds about you. The University's contact details are:

Lancaster University
Bailrigg
Lancaster
LA1 4YW
United Kingdom

If you are not happy with the way the University has handled your concern or complaint then you may submit a complaint to the Information Commissioner's Office, further details can be found at: <https://ico.org.uk/concerns/>

Telephone: 03031231113

Email: casework@ico.org.uk

Changes to this Notice?

This Notice has been developed to be compliant with the General Data Protection Regulations (GDPR). This Notice is regularly reviewed and sometimes updated. It is important that you check for updates to this Notice. Updates can be made at any time and the most up to date version will be found at (<https://reacttoolkit.uk/terms>). If we make significant changes we will contact you to inform you of this.