



## Privacy Notice for the People's Voice

A privacy notice is a statement published by an organisation which explains how personal and confidential information is handled i.e., why it is needed, who is it shared with and the rights of individuals. This privacy notice is aimed at our People's Voice volunteers. Separate privacy notices for patients and service users, staff, bank workers and volunteers are also available on our website: [Policies - Sirona care & health \(sirona-cic.org.uk\)](https://www.sirona-cic.org.uk/policies).

### Why we collect information about People's Voice volunteers

Engagement is important to Sirona and we want to ensure that individuals who are willing to engage via the People's Voice can do so in their preferred manner. To do this, we keep a log of volunteer's preferred level of engagement, their preferred contact method, any accessibility requirements or preferences, areas of interest and geographical location. We also collect anonymous Equality, Diversity and Inclusion data so that we can see which groups of people we are engaging with and where we might need to do more outreach. The information shared with us is provided by volunteers directly and they can choose how much or how little information they share.

### What information is collected and by whom

The records we keep can be collected in paper form or electronically (or both) and may include:

- Personal details including name, address, date of birth, telephone numbers, email addresses
- Accessibility requirements or preferences
- Preferred contact method
- Preferred level of engagement with the People's Voice
- We may also hold information including details about any personal experiences or interests you have

Our anonymous Equality, Diversity and Inclusion data includes:

- Ethnicity
- Spoken language
- Marital status
- Religion
- Gender identity
- Sexual orientation
- Pregnancy
- Disability
- Communication requirements
- Active serving member or veteran of royal forces

### How do we collect information from People's Voice volunteers?

Information will be collected via a paper or online questionnaire. People's Voice volunteers can notify us of any changes via email, telephone or during meetings. Contact details below.

### **How is information from People's Voice volunteers used?**

Information is used to help us engage with People's Voice volunteers in accordance with their stated preference. We also use this information to help us monitor which communities we are engaging with so that we can work to ensure the People's Voice is representative of the communities that Sirona serves.

### **Who will information from People's Voice volunteers be shared with?**

People's Voice volunteers can indicate if they would like to be involved in a focus group or meeting being run by people outside of the People's Voice team, we will then share their contact details with those organisers. For example, if a service is seeking volunteers to form a focus group and a volunteer wants to be part of that focus group, we will then pass on their contact details.

### **Protecting information**

Strict principles govern our use of information and our duty to ensure that it is kept safe and secure. Information may be stored within electronic or paper records, or a combination of both. All our records are restricted so that only those individuals who need to use the information can get access.

In the unlikely event of an information breach, we will notify you and take appropriate remedial action.

### **How long do we retain information about People's Voice volunteers?**

All our records are stored in accordance with the Records Management Code of Practice for Health and Social Care 2021, which sets out the appropriate length of time each type of record is retained.

All records are appropriately reviewed once their retention period has been met and securely deleted.

Under the terms of the General Data Protection Regulation (GDPR) and Data Protection Act 2018, you have the right to request access to the information we hold about you. To do this please email [sirona.dataprotection@nhs.net](mailto:sirona.dataprotection@nhs.net).

If you wish to opt-out of the People's Voice, please email [sirona.peoplesvoice@nhs.net](mailto:sirona.peoplesvoice@nhs.net).

### **Contact information and further advice**

If you would like to know more about Sirona's People Voice, how we use your information, require information in an accessible format or language or you do not wish to have your information used in any of the ways described, please contact: Claire Valsler, People's Voice Chair  
Email: [sirona.peoplesvoice@nhs.net](mailto:sirona.peoplesvoice@nhs.net)  
Phone: 07816 123955

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