



Health, Wellbeing and Care Hub

1. About this Privacy Notice

This notice sets out the personal data that we collect, hold and process about you, how we use and share this data, and our lawful reasons for doing so.

The University of Essex (the University) is the controller for the purpose of data protection law.

The Health Wellbeing and Care Hub (HWCH or the Hub) is a partnership between the University and Mid and South Essex (MSE) Integrated Care System, who oversee the provision on behalf of NHS England (NHS E). The Hub facilitates the development of joint national and international research with sector partners through joint clinical and research posts. For more information on how we process personal data for research please see the University's [research privacy notice](#).

Students, staff, service users, health and social care sector provider-partners and our wider communities come together in the HWCH to address the public health and wellbeing needs of our region and support the work of our Integrated Care Systems. Providing excellent clinical placement opportunities for students studying across all areas of health and social care, it provides essential introductory and multidisciplinary and interprofessional placements for students. It equips our students with the knowledge and skills to enter the sector as curious, independent, and evidenced based professionals, who will have had the opportunity to apply their learning in public-facing, clinical practice settings.

Please read this notice alongside our overarching privacy notice: [Privacy Hub](#).

It is important that you read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you, so that you are aware of how and why we are using such information and what your rights are under the data protection legislation.

Where a partner organisation is delivering a service within the Health, Wellbeing and Care Hub the delivering organisation is responsible for providing any privacy information and data will normally be handled within their existing systems.

2. What type of information we collect about you

We collect your personal data directly from you, as a visitor to or service user of the Hub, by email and or telephone through a self-referral or via a referral made on your behalf by another professional, with your informed consent. We will collect your personal information directly from you when you receive virtual or in-person services. As a next of kin, we will collect your personal data from the visitor to or service user of the Hub.

We will process the following personal information for visitors to or service users of the Hub:

- your name
- your gender
- your contact details (email, telephone number, address)

We will process the following personal information for the next of kin of visitors to or clients of the Hub:

- your contact details (name, telephone number and relationship to the service user), in case of emergency

We will also process some Special Category data:

In certain circumstances this processing will include 'special category data' where you choose to provide it. Special category data is considered to be more sensitive than other personal data.

Where you have provided this, we will process the following special category data:

- information about your health, including medical conditions, mental health and wellbeing
- information about your race or ethnicity, and religious beliefs
- information about your sexual orientation and sex life

Your Personal Identifiable Data (PID) will only be shared or used for onward referral with your consent or if relating to a child with that of their parent/guardian and this consent will be recorded within the visitor or service users electronic record at the Hub.

3. Why we use your personal data – and our legal basis for doing so

When we collect or otherwise process your personal data, we need both a purpose (i.e., a reason) and a legal basis. There are several legal bases under the UK General Data Protection Regulation. We generally rely on the following legal bases when processing your personal data:

3.1 Public Task

The delivery of the Health, Wellbeing and Care Hub services is done on the basis of public task. This is where we use your personal data so that we can meet our obligations or duties, or to exercise our powers, as a public authority, or to support the functions of other authorities that have a public task defined within law or statute. We may also collect and retain data to support public health or safety, safeguarding or crime prevention measures, or the need to retain a basic record of students that have studied with us and their attainment for verification of award purposes. We may also be required to share personal information with our external regulators, auditors, assessors, or professional bodies. In all cases the personal data shared will only be that which is necessary for the purposes and subject to the University having measures in place to ensure that the data is handled in line with data protection laws.

3.2 Legal obligation

We may need to process your personal data to ensure our compliance with our legal and statutory obligations. For example, should we be required to submit information to the police or to a court, and in cases where the processing is necessary for compliance with other laws. In all cases the personal data shared will only be that which is necessary for the purposes and subject to the University having measures in place to ensure that the data is handled in line with data protection laws.

3.3 Vital Interests

We may use your personal information in situations where we need to protect your vital interests (or someone else's interests). For example, the University would inform the emergency services of known medical conditions of a service user where they had lost consciousness.

3.4 Special Category Data

Data is processed under the legal basis of Article 9 2(h) of the General Data Protection Regulation (UK GDPR) which covers health and social care and the Data Protection Act 2018 Sch 1, Pt 1, 2 Health or social care purposes.

3.5 Table 1

Legal basis for processing your data:

Purpose	Legal Basis
Delivery of the Health Wellbeing and Care Hub Services	Necessary for performing a task in the public interest and Health and Social Care Purposes
Onward referral and sharing of service user PID	Consent

4. Where the data we hold comes from

As a visitor to or service user of the Hub, we collect data directly from you, or through referrals to us made with your prior agreement.

As a next of kin, we collect data from a visitor to or service user of the Hub.

5. Whom we share your data with

Internally to the University, access to information about service users is restricted to those who need it in order to carry out their roles. This includes but is not limited to those working in the Hub.

Students on placement in the Hub will have access to personal data required to write up clinical records based on the session, as per professional regulations.

In line with Universities UK guidance, information relating to the outcome of a complaint and associated actions may be shared with another party to the complaint. The extent of this sharing will be decided

upon on a case-by-case basis, and, where any information is shared, with reference to an appropriate and agreed lawful basis.

Your personal data may be processed by the University of Essex and transferred to the emergency services where this is required to protect your vital interests or those of another person.

We may also share your data externally in these ways:

We may also share your data when an external company provides us with a software system that holds or uses your data. Such sharing will always be carried out under contract, as part of which we will specify that your data must be kept safely, used only under our instructions, and not be used for the contracting company's own purposes.

6. Where we keep your data and how long we keep it for

We have retention schedules that set out how long we keep information of all types, including personal data of students. The retention period will depend on the nature of the information and the purpose for which it was collected. For up-to-date details about the retention periods please refer to [the NHSX Records Management Code of Practice for Health and Social Care, which is available on the NHS Digital website.](#)

We do not generally transfer your data outside of the UK. Data are retained primarily within our own student record and student file systems, but may be held elsewhere on our network, including within the email system, and on paper within our faculties and departments.

If we have to transfer any of your personal data outside the EEA, we ensure the receiving country or organisation is deemed to have adequate data protection provision. Where a country or organisation does not have adequate protections, we will put safeguards in place. Details of these safeguards can be provided to you upon request.

Changes to this Privacy Notice

This privacy notice was published on 22 January 2025. We may change this privacy notice from time to time and will communicate these changes directly to you where appropriate.

If you have any questions about this privacy notice or if you would like to access any of your rights, please contact dataprotectionofficer@essex.ac.uk.

Last revised June 2025

Contact us

Information Assurance Manager

Telephone: 01206 872285

Email: dataprotectionofficer@essex.ac.uk