

Healthy Lives Team - Privacy notice

This Notice should be read in conjunction with Council's general Privacy Notice: [Shropshire Council's privacy notice | Shropshire Council](#)

The detail below provides additional detail relating to the processing of Personal Data in relation to the provision of Healthy Lives support, including Social Prescribing, Health Checks and healthy lifestyle support.

Details of information obtained from third parties?

The Healthy Lives Team receive the following information from third parties or via third party software, online, and in verbal or written form such as:-

- Name, age, date of birth, address, ethnicity, gender, marital status, mobile and land line contact numbers, email, GP practice, School or college (if applicable), smoking, alcohol and substance use status.

We also may receive data that includes, blood pressure, height / weight, body mass index (BMI), cholesterol, kidney function, diabetes and other health related data.

Further Information may be received on medical diagnosis, social circumstances, medication, and interaction with other agencies like Police, social services, community mental health teams, Child and Adolescent Mental Health Services (CAMHS).

This data will be accessible on general practice medical systems or similar software.

Data may be retrieved from the IT system PharmOutcomes. The data provided to us is not publicly accessible.

How is your information used?

We will obtain your consent to undertake any health related intervention for example:

- to provide specific treatment in relation to supporting lifestyle behaviour change
- cardiovascular health
- to generate a care or support plan to enable access to community provision through social prescribing
- to determine if referrals to outside agencies are required eg GP, NHS

We may assess individual health data relating to cardiovascular disease risk or health related risk to develop appropriate risk management plans.

We may in line with our legal obligations share data with statutory agencies such as the Police, National Fraud Authority and social services.

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

The data will be accessed by the Healthy Lives staff team including administration, individual advisors, data analyst and programme area lead.

The data may be accessed both at the office, when working from home, in General Practice, at a community venue or mobile clinics. Data that we generate maybe placed onto a person's medical record in General Practice viewable by GP practice staff.

Under our legal and/or in completion of our public duty and consent the following information is shared:

- Name, age, date of birth, address, ethnicity, gender, marital status, mobile and land line contact numbers, email, GP practice. smoking, alcohol and substance use status, blood pressure, height / weight, body mass index (BMI), cholesterol, kidney function, diabetes and other health and social related data.

This information is shared to enable effective individual person centred health and social support services to be delivered.

Further Information may be shared on medical diagnosis, social circumstances, medication, and interaction with other agencies like police, social services, community mental health teams, Child and Adolescent Mental Health Services (CAMHS).

This data will be accessible on general practice medical systems (for example EMIS or Vision) as well as Informatica and PharmOutcomes for health monitoring purposes.

We enter data in the above systems that store data by both secure cloud based and direct access software on individual computers and within community venues, mobile clinics or GP practices.

We may store data on written files secured in locked cases and shredded once support has finished, meeting our obligations under Data Protection Act 2018

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

What are your rights in relation the personal data we process?

Please refer to the main notice for this information.

Complaints and concerns about the handling of your personal information:

Please refer to the main notice for this detail.

This notice was last reviewed on:
April 2026