Healthwatch Cheshire CIC Information Asset Register
Data Controller: Cheshire West and Chester Council Accountable Officer: Louise Barry (CEO)
Data Protection Officer: Cheshire West and Chester (TBC)

Asset Number	Asset Title	Asset Description	Purpose	Location/ system or place of storage	Lead Officer	Data Processor if applicable	Protective Marking	Protection Rating	Vital record	Other Security Measures if applicable	Personal Data	Lawful Basis for Processing Personal Data (Article 6)	Special Category Personal Data	Lawful Basis for Processing Special Category Data (Article 9)	Data Subject Categories	Personal Data Categories	Retention	Retention Notes	In public domain	Intended or Likely Recipients	Notes
1	Public Experience Information: Comment Cards	Comments received from the public, stakeholders and health and care professionals	To obtain public feedback on services to share with providers, commissioners, regulators for information and/or improvement.	CIVICRM, Locked drawers.	LB	CIVICRM	Y	4 / 5	N	Only accessible by authorised Healthwatch Staff. Password protected. Anonymised before sharing.	PI / CPI	Article 6 Section 1 (a), (e)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (d), (g)	Public, Stakeholders, Health & Care professionals	Insight, Feedback, Engagement, Enquiries	1 year	In case there is a query regarding an entry on the database	N	Public, CQC, Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports
2	Public Experiences Information: Webform /Email	Comments received from the public, stakeholder and health and care professionals	To obtain public feedback on services to share with providers, commissioners, regulators for information and/or improvement.	CIVICRM, Gmail	LB	CIVICRM	Y	4 / 5	N	Accounts only accessible by authorised Healthwatch Staff. Password protected. Anonymised before sharing.	PI / CPI	Article 6 Section 1 (a), (e)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (d), (g)	Public, Stakeholders, Health & Care professionals	Insight, Feedback, Engagement, Enquiries	1 year	In case there is a query regarding an entry on the database	N	Public, CQC, Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports
3	Public Experiences Information: Social Media	Comments received from the public, stakeholder and health and care professionals	To obtain public feedback on services to share with providers, commissioners, regulators for information and/or improvement.	Social Media platforms	LB	CIVICRM	Y	4 / 5	N	Accounts only accessible by authorised Healthwatch Staff. Password protected. Anonymised before sharing.	PI / CPI	Article 6 Section 1 (a), (e)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (d), (g)	Public, Stakeholders, Health & Care professionals	Insight, Feedback, Engagement, Enquiries	N/A	Information held by social media platforms and used by HWC	Y	Public, CQC, Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports
4	Public Experience information: Engagement notes	Comments received from the public, stakeholder and health and care professionals	To obtain public feedback on services to share with providers, commissioners, regulators for information and/or improvement.	CIVICRM, Locked drawers.	LB	CIVICRM	Y	4 / 5	N	Only accessible by authorised Healthwatch Staff. Password protected. Anonymised before sharing.	PI / CPI	Article 6 Section 1 (a), (e)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (d), (g)	Public, Stakeholders, Health & Care professionals	Insight, Feedback, Engagement, Enquiries	1 year	In case there is a query regarding an entry on the database	N	Public, CQC, Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports
5	Public Experience Information: Telephone calls / Answerphone messages	Comments received from the public, stakeholder and health and care professionals	To obtain public feedback on services to share with providers, commissioners, regulators for information and/or improvement.	CIVICRM, Gmail	LB	CIVICRM	Y	4 / 5	N	Only accessible by authorised Healthwatch Staff. Password protected. Anonymised before sharing.	PI / CPI	Article 6 Section 1 (a), (e)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (d), (g)	Public, Stakeholders, Health & Care professionals	Insight, Feedback, Engagement, Enquiries	30 days for telephone messages, 1 year for Gmail.	In case there is a query regarding an entry on the database	N	Public, CQC, Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports
6	Public Experience information: Survey	Comments received from the public, stakeholder and health and care professionals	To obtain public feedback on services to share with providers, commissioners, regulators for information and/or improvement.	CIVICRM, Survey Monkey, Locked Drawer	LB	CIVICRM, Survey Monkey	Y	4 / 5	N	Only accessible by authorised Healthwatch Staff. Password protected. Anonymised before sharing.	PI / CPI	Article 6 Section 1 (a), (e)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (d), (g)	Public, Stakeholders, Health & Care professionals	Insight, Feedback, Engagement, Enquiries	1 year	In case there is a query regarding an entry on the database	N	Public, CQC, Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports
7	Public Experience information: Enter & View Questionnaires	Comments received from the public and health and care professionals. Anonymised questionnaire completed by staff, service users and family/friends during an Enter and View visit.	To obtain public feedback on services to share with providers, commissioners, regulators for information and/or improvement. To partially inform Enter & View reports	CIVICRM, Locked drawers.	LB	Relevants comments to CIVICRM	Y	3	N	Anonymised at point of collection. Only accessible by authorised Healthwatch Staff. Password protected.	N/A	Article 6 Section 1 (a), (e)			Public,Health & Care professionals	Insight, Feedback, Engagement,	30 days	Questionnaires are destroyed following the publication of the Enter and View report.	N	Public, CQC, Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports
8	Enter & View Reports	Contains anonymised data within a snapshot view of a particular service or organisation.	To review the service provided by a certain provider or organisation from the public perspective to offer recommendations and highlight best practice. To share these views with the public to help inform service choice.	CIVICRM, Google drive, Locked drawer, Website	LB		Y	3	N	Anonymised at point of collection. Provider asked for feedback prior to report publication.	PI	Article 6 Section 1 (b), (e)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (d), (e), (g)	Public, Stakeholders, Health & Care professionals	Insight, Feedback, Engagement, Enquiries	N/A	Final reports are published online and so are available on demand.	Y	Public, CQC, Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports
9	Project Reports	Contains anonymised data collated regarding a particular issue	To obtain public feedback on services to share with the public, providers, commissioners, regulators for information and/or improvement.	CIVICRM, Google drive, Locked drawer, Website, Survey Monkey.	LB	CIVICRM, Survey Monkey	Y	3	N		PI	Article 6 Section 1 (a), (e)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (d), (g)	Public, Stakeholders, Health & Care professionals	Insight, Feedback, Engagement, Enquiries	N/A	Final reports are published online and so are available on demand.	Y	Public, CQC, Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports
10	Quarterly Reports	A quarterly summary of feedback received and activity conducted by Healthwatch Cheshire.	To provide timely intelligence to commissioners, service providers and health and care professionals.	CIVICRM, Google drive	LB	CIVICRM	Y	3	N	Only accessible by Healthwatch Staff. Anonymised before sharing.	PI	Article 6 Section 1 (a), (b), (c) and (e)	Medical condition, Disability	Article 9 Section 2 (a), (d), (g)	Public, Stakeholders, Health & Care professionals	Insight, Feedback, Engagement, Enquiries	TBD	As per contract.	N	Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports
11	Annual Reports	An annual summary of activity conducted by Healthwatch Cheshire.	To inform the public, Healthwatch England and Commissioners.	Google drive, Website	LB		Y	2	N	Consent received for case studies included.	PI	Article 6 Section 1 (b), (c)	Medical condition, Disability	Article 9 Section 2 (a), (d), (g)	Public, Stakeholders, Health & Care professionals	Insight, Feedback, Engagement, Enquiries	N/A	Final reports are published online and so are available on demand.	Y	Public, CQC, Local Authority Commissioners, Health and Care professionals, Service providers	Anonymised comments are used in reports

12	Board Papers	Governance papers including minutes and finance prepared for boards meetings	To update the board.	Google drive, Website, Locked drawers	LB		Y	5	Y	Password protected, Part 2 papers only accessible to authorised HW staff and board members	PI / CPI	Article 6 Section1 (a), (c), (e)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (d)	Public, Stakeholders, Health & Care professionals, Staff, Volunteers	Employment data, Feedback, Enquiries	Permanently	Minutes recorded on website. Copies of board papers kept in locked file and Google drive with password protection.	Part 1 - Y, Part 2 - N	Board members, Public	
13	Data Contacts	Contact details of stakeholders and those interested in Healthwatch	Allow Healthwatch to update and engage.	CIVICRM, Google drive, Survey monkey,	LB	CIVICRM, Survey Monkey	Y	4	N	Password protected	PI / CPI	Article 6 Section 1 (a), (e)			Public, Stakeholders, Health & Care professionals, Staff, Volunteers		Until otherwise requested to remove		N	Healthwatch Staff, Healthwatch Volunteers	
14	ICAS : Client files	Files held regarding clients' complaint cases	To support clients through progression of case	Google drive, locked drawer	LB		Y	5	Y	Password protected. Accessed by authorised HWC staff.	PI / CPI	Article 6 Section 1 (a), (b), (c), (d)?	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (c)	Public, Stakeholders, Health & Care professionals	Enquiries	TBD	Will be determined in conversation with other LHW	N	ICAS	
15	ICAS : Client conversation records	Files held regarding conversations with ICAS clients'	To aid progression of cases.	Google drive,	LB		Y	5	Y	Password protected. Accessed by authorised HWC staff.	PI / CPI	Article 6 Section 1 (a), (b), (c), (d)?	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (c)	Public, Stakeholders, Health & Care professionals	Enquiries	TBD	Will be determined in conversation with other LHW	N	ICAS	
16	Employment data	Recruitment documents including applications and references, DBS. Contracts, Supervision records, Personnel files, Training. CV's of unsuccessful applicants and speculative candidates who have requested HWC retain their information.	In order to be a responsible employer and to meet any legal obligations regarding employment.	Locked cabinet, locked office, Gmail	LB		Y	5	Y	Only accessible by authorised Healthwatch staff. Password protected.	PI / CPI	Article 6 Section 1 (a), (b), (c)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (b)	Staff, Applicants	employments data	Inline with Healthwatch Englands 'Retention Of Records' guidelines.		N	Healthwatch Cheshire	
17	Volunteer data	Recruitment documents including applications and references, DBS. Supervision records, Personnel file, Training.	In order to be a responsible volunteer service and to meet any legal obligations regarding volunteering.	Locked drawer, CIVICRM, Googledrive	LB		Y	5	N	Only accessible by authorised Healthwatch staff. Password protected.	PI / CPI	Article 6 Section 1 (a), (b), (c)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (b)	Volunteers	Volunteer data	Inline with Healthwatch Englands 'Retention Of Records' guidelines.		N	Healthwatch Cheshire	
18	Board data	Recruitment documents including applications and references.	For communication and Legal obligation purposes.	Locked drawer, CIVICRM, Googledrive	LB		Y	5	N	Only accessible by authorised Healthwatch staff. Password protected.	PI / CPI	Article 6 Section 1 (a), (b), (c)	Age, Gender, Ethnicity, Disability, Religion, Health, Sexual Orientation, Medical condition	Article 9 Section 2 (a), (b)	Board members	Volunteer data	Inline with Healthwatch Englands 'Retention Of Records' guidelines.		N	Healthwatch Cheshire	
19	Finance	Payroll, Expenses, Supplier data, Company finances.	For the day to day running of Healthwatch.	Locked cabinet in locked, Google drive, Accountancy software.	LB	Xero	Y	5	Y	Password protected. Accessed by authorised HWC staff.	PI / CPI	Article 6, Section 1 (a), (b), (c)			Staff, Suppliers, Volunteers	Financial Data	Inline with Healthwatch Englands 'Retention Of Records' guidelines.		N	Healthwatch Cheshire.	

Whats is an Information Asset?	We collect information and data for different reasons and in different ways. An information asset is a category of data or type of data set that we routinely collect. So for example 'Public experience' or 'Employment Data' or 'Annual Reports'. As each asset type has a different set of data contained within it the way we manage that data will need to be evaluated on an individual basis.