

Privacy Notice – Blackheath and Charlton Community Café Whats app Group

The Community Café is a monthly event hosted within our Primary Care Network (PCN) to promote healthy living, encourage social interaction, and support social prescribing. It is held in a centrally located hall that serves the four practices in our PCN, making it accessible for patients across the network. Since its launch in August, attendance has steadily grown, and we are seeing positive engagement from the community.

The café offers a welcoming environment where patients can connect with others, participate in wellbeing activities, and access information about local health and social services. Each session often includes themed activities, such as mindfulness or festive gatherings, and we encourage staff to signpost patients who may benefit from attending. Donations of items like fruit, board games, or other resources are always appreciated to enhance the experience.

Our aim is to maintain momentum and increase participation, ensuring the café continues to serve as a valuable resource for reducing isolation and improving overall wellbeing.

1) Controller contact details	Manor Brook Medical Centre 117 Brook Lane London SE3 0EN https://www.manorbrookmedicalcentre.co.uk/
2) Data Protection Officer contact details	gpdpo@selondonics.nhs.uk
3) Purpose of the processing	<ul style="list-style-type: none">• To inform and remind Community Café attendees about upcoming café sessions and changes.• To share general health promotion and wellbeing information aligned to the café themes.• To support social connection and engagement, encouraging regular attendance and uptake of wider wellbeing support (e.g. social prescribing)
4) Lawful basis for processing	Our lawful bases for collecting or using personal information for information updates, marketing or market research purposes are: <ul style="list-style-type: none">• Article 6(1)(a) Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
5) Recipient or categories of recipients of the shared data	<ul style="list-style-type: none">• PCN/practice staff who:<ul style="list-style-type: none">◦ Collect and input the contact details.◦ Administer the WhatsApp group (adding/removing participants, posting updates).• WhatsApp (Meta) as the provider of the messaging platform.• Community Café Volunteers• Other group members, who will see:<ul style="list-style-type: none">◦ Each other's name as shown in WhatsApp.◦ Each other's mobile number.

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	<ul style="list-style-type: none"> ○ Messages posted in the group
6) Rights to object and erasure	You have the right to ask us to delete your personal information. You have the right to object to the processing of your personal data. Read more about the right to object to processing
7) Right to access and correct	You have the right to ask us for copies of your personal information. You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. Read more about the right to rectification.
8) Right to data portability and withdraw consent	You have the right to object to the processing of your personal data. Read more about the right to object to processing. When we use consent as our lawful basis you have the right to withdraw your consent at any time. Read more about the right to withdraw consent.
9) Retention period	The data will be retained for active use during the processing and thereafter according to NHS Policies and the law.
10) Right to Complain.	<p>You have the right to complain to the Information Commissioner's Office, you can use this link https://ico.org.uk/make-a-complaint/data-protection-complaints/</p> <p>or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website).</p>