



This is the Joy App privacy notice.



Who are we?

- We are Kent County Council. We look after public services which support people in Kent.
- Adult Social Care and Health work with you to help you look after your care and support.

This can include physical health and mental health.

- Adult Social Care and Health work with your GP to help you get the right care and support.
- This includes your GP using the Joy App. The Joy App allows your GP to make a referral to a community service for you to receive help.
- A community service can include social prescribing. Social prescribing helps you to access services within your community.

Why do we use your information

- We are required by law to provide health and social care services. This means we are covered by law to use your information. We do not always have to ask for your permission to use your information.



- However, when we ask for your permission, you can withdraw your permission at any time.
- We will only share information when we need to do so and with people who need to know. We have security in place to stop information being used in the wrong way.
- We also have to make sure we follow data protection laws. This is the UK General Data Protection Regulation. This means we have to provide certain information to you. We use this privacy notice to keep you updated.



What information will we use?

- A GP surgery will use your personal information to make a referral.
- This can include your name, your address, your date of birth and your NHS number.
- This will also include your contact details and contact details of people who support you.
- A GP Surgery will use your special category information. This is information that is more sensitive.
- This can include information on your physical and mental health, your needs and wishes and concerns and information on your circumstances.

- This can also include your racial or ethnic origin.
- Your GP Surgery may collect this information from you, other organisations who look after your health or people that may know you.
- Your GP Surgery will use your information to help you receive the right care and support at the right time.
- Your GP Surgery will also share information to Adult Social Care and Health to update your social care record and to assess how the Joy App is working.
- This means we only use information for these purposes only.

Who will we share your information with?



- Your GP will only share information to organisations who will help you to look after your health and social care.
- This can include organisations who your GP Surgery has made a referral to.
- This can also include people who are involved in your care and support.
- Your GP may also share

information that has your personal details removed to Adult Social Care and Health. This helps Adult Social Care and Health to keep track of how well we are doing and what we can do to improve.

- We may also need to share your personal information with the Police, the Courts etc. if we are asked to by law.



How long do we keep your information for?

- Your GP Surgery will only keep information for as long as they need it.
- Your GP Surgery will have a record document that tells us how long we can keep information for. This will be different depending on the information we use.
- Your GP Surgery will check regularly to make sure we only keep information that is useful to us.

What are my rights?

- You have rights under the UK General Data Protection Regulation. They are:
- know what your GP is doing with your information and why your GP are doing it
- ask to see what information your GP holds about you



- ask your GP to correct any mistakes in the information they hold about you
- object to direct marketing
- make a complaint to the UK Information Commissioner

- You have the choice on if you wish for your information to be used for wider purposes. This can include purposes such as service planning.

- You can make your choice on the [NHS website](#).

- Your GP Surgery will let you know if there have been any breaches to your information in line with data protection legislation.



Who can I contact?

- You can contact your GP Surgery to exercise your rights.

- You can make a complaint to the UK Information Commissioner. You can do this by phoning 0303 123 1113 or [go to their website](#).



How can I find out more information?

- You can use this privacy notice to find out the up-to-date information on how we use your information. This privacy notice was last updated on 4 June 2026.
- You can also view the [Joy App full privacy notice](#) or visit kent.gov.
- Please [email](#) or call 03000 421553 if you require an alternative format of this privacy notice.