## getUbetter application & how your data will be used

### What is getUbetter and why use it?

Berkshire West place of BOB ICB has chosen to utilise mobile application (app) getUbetter to support the care that you receive from your GP and/or clinical team. To use the app, you will be required to provide your name, date of birth, email address, gender, post code, GP name and practice and will then be matched to your NHS number.

The app allows you to input details about your Musculo-skeletal (MSK) condition and record the exercises you’ve undertaken and other relevant health data so that you can track and monitor these within the app. In future, you may be able to refer yourself to an intermediatory MSK service (rather than having a GP appointment first for them to then refer you), and data you have entered into the app may be relayed back to your GP.

**Please note – clinicians will not actively monitor/track the information that you enter. Please do not use the app to communicate if you require medical advice or in an emergency.**

**For medical advice please contact the clinical team, or, in the event of a medical emergency, please call 999.**

### What if I change my mind about using the app?

If you would like to stop using the app, you can request that your account be removed, and your data be deleted from within the app. GUB will submit this deletion request to the ICB for approval.

*To Note – your data will be retained in line with NHSE retention schedule by BOB ICB Data Protection Officer. This is to ensure that you are kept safe, and we fulfil what we are legally required to maintain as a record of your care.*

*You have “The right of access”, commonly referred to as subject access, which gives individuals the right to obtain a copy of their personal data from BOB ICB, as well as other supplementary information.*

### How long will my data be stored in the app?

Your data will be retained within the app as long as your usage of the app continues. Your data will be removed either if Berkshire West place of BOB ICB chooses to end the getUbetter service or when your request for account deletion is approved by the BW BOB ICB Data Protection Officer. As noted above, we may retain a copy of information as part of your health care record.

### Where can I find out more about my rights in respect of my data?

Please visit our website: [Information Governance and Data Protection Policies | BOB ICB](https://www.bucksoxonberksw.icb.nhs.uk/about-us/information-governance-and-data-protection-policies/)

Alternatively, our Patient Advice and Liaison Service (PALS) can help you obtain this information from the website in a format that meets your needs.

### Who can I contact if I have concerns about the use of my data?

Please contact get U Better: [Patient Contact Us | Get in Touch with getUbetter](https://www.getubetter.com/patient/contact/)

Please visit our website: [Information Governance and Data Protection Policies | BOB ICB](https://www.bucksoxonberksw.icb.nhs.uk/about-us/information-governance-and-data-protection-policies/)

Alternatively, our Patient Advice and Liaison Service (PALS) [Make a complaint | BOB ICB](https://www.bucksoxonberksw.icb.nhs.uk/contact-us/make-a-complaint/) can help you obtain this information from the website in a format that meets your needs.

If you remain dissatisfied with the handling of your personal data after raising concerns with the Trust, you may contact the Information Commissioner’s Office:

Telephone - 0303 123 1113