

Privacy Notice for Supported Individuals and Associated People

In accordance with the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you, as either a supported individual or an individual we liaise with in providing our care services, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

A) WHO THIS PRIVACY NOTICE APPLIES TO

This privacy notice applies to all persons whose personal information we collect and process (except in connection with our marketing activities and our employment practices) in the course of delivering care and support.

This includes individuals listed below or who work for any of the following organisations or bodies:

- The individuals we support.
- The families of individuals we support.
- Advocates/deputies and appointees of individuals we support.
- Commissioners.
- Professional advisers to individual's we support.
- Our regulators, insurers, professional advisers and certification/accreditation bodies.

B) COLLECTING YOUR DATA

In the course of our business, we will need to collect and process various types of personal information for various purposes. We obtain personal data from a variety of sources, but primarily from those individuals referred to in section 1 above.

Given the nature of our business and the services we provide, it is impractical to list all the categories of personal information that may be collected and processed. We will however only process and collect personal information where necessary for the provision of our services and where we have a legal basis to do so. We most commonly collect and process:

- Contact information for individuals (such as full name, date of birth, address, email address and telephone number). We may collect additional information to enable the identity of individuals to be verified.
- Information regarding an individual we support's social care and support needs and preferences.
- Information about an individual's mental capacity to make decisions.
- Information relating to any deprivation of liberty safeguard relating to an individual we support.
- Information we obtain from advocates, deputies and appointees acting on behalf of individuals we support.
- Information about an individual we support's family relationships so far as is relevant to our provision of care and to enable the individuals we support to keep in touch with their relatives in a sensitive and proportionate manner so as to further the best interests of those we are supporting.
- Medical records and health information as necessary for the provision of our services.

C) HOW WE USE AND DISCLOSE PERSONAL INFORMATION

Where we receive personal data in connection with the provision of care and support to an individual we support, we process that data for the purposes of:

(a) Providing that support.

This includes:

- Keeping the individuals we support safe.
- Promoting their independence.

- Improving outcomes and wellbeing.
- Managing their social, environmental and health needs.
- Promoting and maintaining appropriate contact with their families.
- Providing regular updates to families.
- Accessing the community.
- Liaison with advocates, deputies and appointees.
- Liaison with healthcare and other professionals involved in their care.
- Liaison with commissioners.

(b) Complying with our legal obligations or making disclosures to government, regulatory or other public bodies where in our reasonable opinion the disclosure is appropriate and permitted by law.

This includes:

- Disclosures required by law or court order.
- Disclosures to the police, tax authorities, the National Crime Agency or other public or government authorities where in our reasonable opinion the disclosure is required in relation to any criminal investigation or prosecution.
- Disclosures to our regulators, ombudsman or other government, public or regulatory authority, including any data protection supervisory authority or regulator of residential care service, where in our reasonable opinion the disclosure is required or permitted by law.

(c) Providing access to our files for audit, review or other quality assurance checks by our commissioners, regulators, professional advisers and certification/accreditation bodies.

(d) Processing required in connection with the day to day operation of our business.

(e) Processing required in connection with any actual or proposed reorganisation, merger, sale, joint venture, assignment, transfer or other transaction relating to all or any portion of our business or assets.

We may share personal information with our associated companies. Other than these entities we will only share personal information with third parties, where we have a legitimate business interest in doing so and we will only do so where in our reasonable opinion that information will be adequately protected; where they are approved by us and subject to contractual obligations designed to ensure compliance with data protection legislation.

It is not our intention to transfer your data out of the EEA.

D) RETENTION PERIODS

We retain personal data in accordance with our retention and destruction policy, a copy of our retention notice and schedule is available on request.

E) PROTECTING YOUR DATA

We are strongly committed to data security and we take reasonable and appropriate steps to protect the personal information we hold from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic and managerial procedures to safeguard and secure that information.

F) LAWFUL BASIS FOR PROCESSING

Data protection law requires us to have a legal basis for processing your information. In most cases we will only process your personal information:

- So we can provide you with care and support.
- Carry out our contract with you.
- Take any steps you ask us to before entering into a contract with you.
- Where necessary for our legitimate purposes in providing care and support to the individuals we support.

When processing personal data we comply with the data protection principles and our own data protection standard. By doing so we consider that the interests and fundamental freedoms of people whose personal data we process do not override the pursuit of our legitimate interests and/or those of the individuals we support.

G) YOUR RIGHTS

You have a number of rights. You may:

- Request a copy of the personal data we hold about you.
- You may object to our processing of it or ask us to rectify it, restrict the way in which we process it or erase it from our records.
- Complain about the way in which we process or have processed your data.

For further information about your rights, or how to exercise them, including how to make a complaint, you should contact our Data Compliance Officer.

If you remain dis-satisfied you may lodge a complaint with the Information Commissioner's Office.

H) MAKING A COMPLAINT

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

I) DATA PROTECTION COMPLIANCE

Our appointed compliance officer in respect of our data protection activities is:

Mrs Susan Vaughan

Email: sue.vaughan@acornshealthcare.co.uk

Telephone: 01489 532099