SLW LIMITED

SYCAMORE CARE CENTRE

PRIVACY NOTICE

Introduction

This notice explains how we use personal information about you and your next of kin which we collect in the course of them residing with us, in accordance with the General Data Protection Regulation (GDPR).

This notice does not form part of any contract to provide services. We may update this notice at any time.

The Data Protection Principles

As your service provider, we are a data controller as defined by the GDPR. This means that we are responsible for deciding how we hold and use personal information about you and your next of Kin.

The GDPR requires that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you, and not used in a way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The Kind of Information We Hold About You

Personal data means any information about an individual which allows that individual to be identified.

We collect, store and use the following categories of Service Users personal data;

* Personal contact details such as name, title, addresses, telephone numbers and personal email addresses
* Dates of birth
* Gender
* Marital status and dependents
* Next of kin and emergency contact information
* National Insurance Number
* Legal Documents of persons responsible in dealing with Service Users finances:

1. Lasting Power of Attorney
2. Power of Attorney
3. Court of Protection
4. Department of Works and Pension
5. Bank Authorisation letter
6. Financial Safeguarding Unit

* Photographs
* Service Users Daily records and observations external professional reports and assessments:

1. GP
2. OT
3. Mental Health
4. Team Social Workers
5. Dietician
6. Falls
7. SALT Team

We collect, store and use the following categories of next of Kin personal data;

* Personal contact details such as name, title, addresses, telephone numbers and personal email addresses

How is your Personal Information Collected?

* We typically collect personal information about Service Users, either directly from Service Users, Relatives and Government Bodies: i.e. Social Services and NHS.

Special Categories of Information***.***

We may also collect, store and use the following special categories of more sensitive personal information:

* Information about your race or ethnicity, religious beliefs, sexual orientation and political opinions in accordance with your wishes and preferences.
* Information about your health, including any medical condition and treatment.

How We Use Particularly Sensitive Information

Special categories of particularly sensitive information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We may process special categories of personal information as follows;

* In limited circumstances, with your explicit written consent.
* Where we need to carry out our legal obligations and in line with our data protection policy.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else’s interests) and you are not capable of giving your consent, or where you have already made the information public.

Our Obligations as a Service Provider with Respect to Sensitive Information.

We will use your particularly sensitive personal information in the following ways;

* We will use information about your race or national or ethnic origin, religious, philosophical or moral beliefs, or your sexual life or sexual orientation, to ensure meaningful equal opportunity monitoring or reporting.

Do we Need your Consent?

We do not need your consent if we use personal information, including special categories of personal information, to carry out our legal obligations or to exercise specific rights in the field of employment law. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of the Service Users contract that you have to consent to any request that we make.

Data Sharing

Do We Share Data with Third Parties?

We may have to share your data with third parties, including third-party service providers.

We require third parties to respect the security of your data and treat it in accordance with the law. If we do share data, you are entitled to expect that third party to apply a similar level of protection in respect of your personal information.

Why Might you Share my Personal Information with Third Parties?

We may share your personal information with third parties where required by law, where it is necessary and where we have another legitimate interest in doing so.

Which Third Party Service Providers Process my Personal Information?

‘Third parties’ includes agents who may carry out services on our behalf such as Adult Social Services, Clinical Commissioning Group, Financial Safeguarding Team, Benefits administration, administration, IT services and NHS.

How Secure is my Information with Third Party Service Providers?

All our third party service providers are required to take appropriate security measures to protect your personal information. We do not allow our third party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

What about other Third Parties?

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. We may also need to share your personal information with a regulator or to otherwise comply with the law.

Data Security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered and disclosed. In addition, we limit access to your personal information to those third parties who have a business need to know. This includes Limitations on information being divulged over the telephone and email correspondence.

Third parties will only process your personal information on our instructions. We will ensure that they agree to treat your information as confidential and keep it secure. i.e. Locked cabinets and password protected.

Data Retention

How long will we keep your information?

We will only retain your personal information for as long as necessary to fulfil the purposes we collect it for, including for the purposes of satisfying any legal, insurance, accounting or reporting requirements. We will retain and securely destroy your personal information in accordance with our data retention policy or applicable regulations. Service users’ records will be retained for 3.5 years after discharge.

Your Duty to Inform us of Changes

It is important that the personal information we hold about you or your Relative is accurate and current. Please keep us informed if your personal information changes during your time with us.

Data Breaches

We are required under the GDPR to notify you without undue delay of any data breach which is likely to result in a high risk to your rights and freedoms.

Your Right to Complain

If you have a complaint about the way in which your data has been handled please contact Helen Featherstone Registered Manager. You also have the right, in certain circumstances, to report concerns about data management to the Information Commissioner’s Office and information is available at www.ico.org.uk.

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact Helen Featherstone Registered Manager.

ACKNOWLEDGEMENT OF RECEIPT

I…………………………………………………….. Service User/Relative acknowledge that on

Date: ………………………….. I received a copy of SLW Limited Sycamore Care Centre

Privacy Notice for …………………………………………….and that I have read and understood it.

Signature…………………………………..

Name…………………………………………