

ST ANDREW'S RESIDENTIAL CARE HOME LIMITED

THE GENERAL DATA PROTECTION REGULATION

PRIVACY NOTICE

FOR RELATIVES/ NEXT OF KIN OF SERVICE USERS

1. PURPOSE OF THIS NOTICE

This privacy notice explains why St Andrew's Residential Care Home Limited collects and uses personal data about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation').

The following explains our practices regarding your personal data and how we will treat it.

2. ABOUT US

St Andrew's Residential Care Home Limited is a Registered Care Home for the elderly. We are registered in England and Wales as a limited company, under number 2287623, and our registered office is at 16 Wentworth Road, Oxford, OX2 7TQ

For the purpose of the Data Protection Legislation and this notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

We have appointed a Data Protection Manager. Our Data Protection Manager is Debbie Hodgson, Registered Manager and she is responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data.

3. HOW WE MAY COLLECT YOUR PERSONAL DATA

We obtain personal data about you, for example:

- when you make an enquiry as to the services we provide;
- when you engage us to provide our services on behalf of a relative and also during the provision of those services;
- when we speak to you in person, by email, telephone or post.

4. WHY WE COLLECT YOUR PERSONAL DATA

We use Relative/ Next of Kin data to support our functions of running a care home, in particular:

- To maintain an enquiry file and waiting list;
- For inclusion in care planning;

- To provide us with additional information about the resident, such as their likes and dislikes, their hobbies and past history;
- To report on the resident's care progress and any health issues;
- To assess the quality of our service;
- For the protection and welfare of the resident, including safeguarding;
- To promote the Home;
- To send you communications that may be of interest to you which may include information about events, activities, news, meetings etc;
- In order to respond to investigations from our regulators or to respond to complaints;
- To comply with the law on data held and shared.

5. THE KIND OF INFORMATION WE HOLD ABOUT YOU

The information we hold about you may include the following:

- personal details such as your name, address, telephone numbers, email address
- our correspondence and communications with you;
- information about any complaints and enquiries you make to us;
- information we receive from other sources, for example solicitors, social workers.

6. DATA RETENTION

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected.

When assessing what retention period is appropriate for your personal data, we take into consideration:

- the requirements of our business and the services provided;
- any statutory or legal obligations;
- the purposes for which we originally collected the personal data;
- the lawful grounds on which we based our processing;
- the types of personal data we have collected;
- the amount and categories of your personal data; and
- whether the purpose of the processing could reasonably be fulfilled by other means.

7. DATA SHARING

Why we might share your personal data with third parties

We will share your personal data with third parties where it is necessary to administer the relationship between us, where we are required by law, or where we have another legitimate interest in doing so. We may share your information, with your consent, and always in line with our information sharing procedures with:

- Health Care Professionals;
- Hospital services;
- Social workers/Local Authorities;
- Care Quality Commission (CQC).
- Other care homes, for example, if we are managing a managed move and we have your consent to share information in these circumstances.

Anyone who receives information from us also has a legal duty to keep it confidential. All third-party service providers are required to take reasonable and appropriate security measures to protect your personal data.

8. TRANSFERRING PERSONAL DATA OUTSIDE THE EUROPEAN ECONOMIC AREA (EEA)

The Company does not transfer personal data to any recipients outside of the EEA.

9. DATA SECURITY

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, health care professionals and other third parties who have a business need to know. Most of your personal data with us is stored on paper. Some administrative tasks, for example, statements of account are managed on the computer, with secure security systems in place.

We will take all reasonable care to ensure that there will be no data security breaches and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

10. RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

Your duty to inform us of changes

It is important that the personal data we hold about you be accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware by contacting us, using the contact details below.

Your rights in connection with personal data

Under certain circumstances, by law you have the right:

- to request access to your personal data, a right which enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully.
- to request correction of the personal data that we hold about you.
- to request erasure of your personal data, a right which enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it;

If you want to exercise any of the above rights, please contact our Data Protection Officer, Debbie Hodgson, Registered Manager.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

11. CHANGES TO THIS NOTICE

Any changes we may make to our privacy notice in the future will be notified to you via a similar circular notice. This privacy notice was last updated on 25th May 2018.

12. CONTACT US

If you have any questions regarding this notice or if you would like to speak to us about the manner in which we process your personal data, please contact our Data Protection Officer, Debbie Hodgson, Registered Manager at st.andrews2@btconnect.com or telephone 01865 741752.

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, at any time. The ICO's contact details are as follows:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745

Website - <https://ico.org.uk/concerns>

25TH MAY 2018

ST ANDREW'S RESIDENTIAL CARE HOME LIMITED

THE GENERAL DATA PROTECTION REGULATION

PRIVACY NOTICE FOR RESIDENTS

1. PURPOSE OF THIS NOTICE

This privacy notice explains why St Andrew's Residential Care Home Limited collects and uses personal data about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and any other national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK ('Data Protection Legislation').

The following explains our practices regarding your personal data and how we will treat it.

2. ABOUT US

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For the purpose of the Data Protection Legislation and this notice, we are the 'data controller'. This means that we are responsible for deciding how we hold and use personal data about you. We are required under the Data Protection Legislation to notify you of the information contained in this privacy notice.

We have appointed a Data Protection Manager. Our Data Protection Manager is Debbie Hodgson, Registered Manager and she is responsible for assisting with enquiries in relation to this privacy notice or our treatment of your personal data.

3. HOW WE MAY COLLECT YOUR PERSONAL DATA

We obtain personal data about you, for example:

- when you make an enquiry as to the services we provide in order to take up occupancy within the Care Home;
- when you engage us to provide our services and also during the provision of those services;
- when we speak to you and your relatives/ representatives either in person or by email, telephone or post.
- From third parties (for example social services, hospitals).

4. WHY WE COLLECT YOUR PERSONAL DATA

- To maintain an enquiry file and waiting list;
- To base our decision as to who comes in to the Home;
- To assess levels of care required;
- To monitor care delivery and report on it;
- To monitor health and wellbeing;

- To evaluate and review plans of care;
- To communicate health and wellbeing to staff and other members of the multi-disciplinary team and relatives /Next of Kin;
- To comply with the law on data held and shared;
- For the welfare and protection of the resident and others in the Home;
- To assess the quality of our service.

5. THE KIND OF INFORMATION WE HOLD ABOUT YOU

The information we hold about you may include the following:

- personal details such as your name, date of birth, next of kin, power of attorney;
- notes and reports about your health;
- individualised care plans;
- details and records about your treatment and care;
- relevant information from people who care for you and know you well, such as care professionals, relatives;
- details of contact we have had with you in relation to the provision, or the proposed provision, of our services;
- details of any services you have received from us;
- our correspondence and communications with you;
- information about any complaints and enquiries you make to us;
- information we receive from other sources, for example solicitors.

6. HOW WE USE PERSONAL PERSONAL DATA WE HOLD ABOUT YOU

We process your personal data for purposes necessary for the performance of our contract with you, and to comply with our legal obligation.

We aim to provide you with the highest quality of care. To do this we must have access to your medical records and keep care plans to monitor and improve your daily care.

We use your records to:

- Provide a good basis for all health decisions made by you, your relatives, health care professionals;
- Allow you and your relatives to work with those providing care;
- Make sure your care is safe and effective;
- Work effectively with others providing you with care;
- Carry out administrative tasks such as invoicing of fees etc.

Others may also need to use records about you to:

- Check the quality of care;
- Protect the health of others
- Manage social care services;
- Help investigate any concerns or complaints you, or your family have about your care.

In some circumstances we may make the personal data anonymous, or use pseudonyms, so that it can no longer be associated with you, in which case we may use it without further notice, for example when various data statistics are requested by The Care Quality Commission (CQC).

7. DATA RETENTION

We will only retain your personal data for as long as is necessary to fulfil the purposes for which it is collected.

When assessing what retention period is appropriate for your personal data, we take into consideration:

- the requirements of our business and the services provided;
- any statutory or legal obligations;
- the purposes for which we originally collected the personal data;
- the lawful grounds on which we based our processing;
- the types of personal data we have collected;
- the amount and categories of your personal data; and
- whether the purpose of the processing could reasonably be fulfilled by other means.

Change of purpose

Where we need to use your personal data for another reason, other than for the purpose for which we collected it, we will only use your personal data where that reason is compatible with the original purpose.

Should it be necessary to use your personal data for a new purpose, we will notify you and communicate the legal basis which allows us to do so before starting any new processing.

8. DATA SHARING

Why we might share your personal data with third parties

We will share your personal data with third parties where it is necessary to administer the relationship between us, where we are required by law, or where we have another legitimate interest in doing so.

We will not share information that identifies you for any reason, unless:

- You ask us to do so;
- We ask and you give specific permission;
- We have to do this by law;
- We have special permission for health and research purpose.

We may share your information, with your consent, and always in line with our information sharing procedures with:

- Your family or representative
- Your GP and other Health Care Professionals;
- Hospital services;
- Social workers/Local Authorities;
- Care Quality Commission (CQC).
- Other care homes, for example, if we are managing a managed move and we have your consent to share information in these circumstances.

Anyone who receives information from us also has a legal duty to keep it confidential. All third-party service providers are required to take reasonable and appropriate security measures to protect your personal data.

What about other third parties?

We may share your personal data with other third parties, for example in the context of the possible sale or restructuring of the business.

9. TRANSFERRING PERSONAL DATA OUTSIDE THE EUROPEAN ECONOMIC AREA (EEA)

The Company does not transfer personal data to any recipients outside of the EEA.

10. DATA SECURITY

We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, health care professionals and other third parties who have a business need to know. Most of your personal data with us is stored on paper. Some administrative tasks, for example, statements of account are managed on the computer, with secure security systems in place.

We will take all reasonable care to ensure that there will be no data security breaches and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

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It is important that the personal data we hold about you be accurate and current. Should your personal information change, please notify us of any changes of which we need to be made aware by contacting us, using the contact details below.

Your rights in connection with personal data

Under certain circumstances, by law you have the right:

- to request access to your personal data, a right which enables you to receive details of the personal data we hold about you and to check that we are processing it lawfully.
- to request correction of the personal data that we hold about you.
- to request erasure of your personal data, a right which enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it.
- to object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this basis.
- To request the transfer of your personal data to you or another data controller if the processing is based on consent, carried out by automated means and this technically feasible.

If you want to exercise any of the above rights, please contact our Data Protection Officer, Debbie Hodgson, Registered Manager.

12. RIGHT TO WITHDRAW CONSENT

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact our Data Protection Officer, Debbie Hodgson, Registered Manager.

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14. CONTACT US

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