



## PRIVACY NOTICE RESIDENTS

So that we can provide a safe and professional service, we need to keep certain records about you.

We may process the following types of data

- Your name, address, date of birth and next of kin,
- Details of how you pay us for your care or funding arrangements.

We also record the following data which is classified as “Special Category”

- Health and Social Care data, which might include both your physical and mental health data.

We need this data so that we can provide high–quality care and support. By Law we need to have a lawful basis for processing your personal data.

We process your data because:

- We have a legal obligation to do so – generally under the Health and Social Care Act 2012 or the Mental Capacity act 2005

We process your Special Category data because

- It is necessary due to social security and social protection law (generally this would be in safeguarding instances);
- It is necessary for us to provide and manage social care services;
- We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.

We may also process your data with your consent. If we need to ask your permission, we will offer you a clear choice and ask you to confirm your consent. We will also explain to you what we need the data for and how you can withdraw your consent at any time.

So that we can provide you with high quality care and support we need specific data. This is collected from or shared with

- Your legal representatives
- Third parties

Third parties are organisations we might lawfully share your data with. These include

- Other parts of the health and care system such as hospitals, GPs, pharmacy, social workers, Clinical Commissioning Groups, and other Health Professionals;
- The Local Authority
- Your family members and friends, with your permission.

We share information face to face, via telephone, via email or via post.

The data we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately.

You have the following rights when it comes to your data

- You have the right to request a copy of all the data we keep about you.
- You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete.

- You have the right to request that we erase any personal data which is no longer necessary for the purpose we originally collected it for. We retain your data for 7 years in line with the Health and Social Care Act 2005 regulations.
- You may ask for us to restrict the use of your data if we no longer require it for the original purpose we collected it for, but you do not want it erasing.

If you have any complaints or queries over the way we have processed your data you may contact the

Information Commissioners Office                      [ico.org.uk](http://ico.org.uk)  
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Water Lane  
Wilmslow  
Cheshire  
SK9 5AF