



Privacy Notice

Introduction

As part of the services we offer, we are required to process personal data about our service users and, in some instances, the friends or relatives of our service users. “Processing” can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to providing transparent information on why we need your personal data and what we do with it. This information is set out in this privacy notice. It will also explain your rights when it comes to your data.

All information we hold, and process will be used for our management and administrative use only. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately.

Information Collected

So that we can provide a safe and professional service, we need to keep certain records about you. We may record the following types of data about you:

- Your basic details and contact information e.g. your name, address, date of birth and next of kin;
- Your financial details e.g. details of how you pay us for your care or your funding arrangements.

We also record the following data which is classified as “special category”:

- Health and social care data about you, which might include both your physical and mental health data.
- We may also record data about your race, ethnic origin, sexual orientation or religion. Delete if you do not record this information.

Purpose for Collecting Information

We require 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 are required to do so in our performance of a public task;
- We are required to do so in order to fulfil a contract that we have with you;
- We have a legal obligation to do so – under the Health and Social Care Act 2012 and Mental Capacity Act 2005.

We process your special category data because

- It is necessary due to social security and social protection law;
- It is necessary for us to provide and manage 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 for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Information Sharing

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

- You or your legal representative(s);
- Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps

Third parties are organisations we have a legal reason to share your data with. These include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;
- The Local Authority;
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the Care Quality Commission;
- The police or other law enforcement agencies if we have to by law or court order.

Relatives, Representatives and Friends

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on you:

- Your basic details and contact information e.g. your name and address;

By law, we need to have a lawful basis for processing your personal data.

- We process your data because we have a legitimate business interest in holding next of kin and lasting power of attorney information about the individuals who use our service.

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

Retention Period

We will retain your data for 8 years in line with the Information Governance Alliance's guidelines

Your Rights

Under the General Data Protection Regulation (GDPR) you have a number of rights with regard to your personal data.

We always take your personal data rights into account. You have the right to object to this processing: if you wish to do so please inform the Data Protection Officer

However, if you object it may affect our ability to carry out the tasks listed for your benefit.

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service;
2. You have the right to ask us to correct any data we have which you believe to be inaccurate. You can also

- request that we restrict all processing of your data while we consider your rectification request;
3. You have the right to request that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with our Retention, Disposal and Destruction of Records Policy and Retention Schedule.
 4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
 5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
 6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you wish to raise a complaint on how we have handled your personal data, you can contact the Data Protection Officer.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you may also lodge a complaint with the ICO:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/global/contact-us/>

We will not use your personal data for activities in which the impact on you overrides our interests (unless we have your consent or are otherwise required or permitted to by law).

The Organisation

Roche Healthcare is the controller and processor of data for the purposes of the GDPR.

If you have any concerns as to how your data is processed, you can contact:

The Data Protection Officer, Maria Kelly at:

Unit 1, Manor Court

Manor Mill Lane

Leeds

LS11 8LQ

0113 270 3355

maria@rochehealthcare.com