



**Community Places**

**Privacy Notice**

**Service Users and Third Parties**

**May 2018**

## **1. Business details**

This is the privacy notice of Community Places Limited.

Our registered office is at Westleigh House, Wakefield Road, Denby Dale, Huddersfield, HD8 8QJ.

Community Places Limited is registered with the Care Quality Commission to provide accommodation and personal care without nursing.

Community Places Limited runs three care homes and a day service from three different of locations.

## **2. Aims of this notice**

Community Places Limited is required by law to tell you about your rights and our obligations regarding our collecting and processing any of your personal information, which you might provide to us. We have a range of policies and procedures to ensure that any personal information you supply is only with your active consent and will always be held securely and treated confidentially in line with the applicable regulations. We have listed the relevant documents in a later section (6) and can make any available.

Community Places Limited is a “data controller”. This means that we are responsible for deciding how we hold and use personal data. We are required under data protection legislation to notify you of the information contained in this privacy notice.

### **Data protection principles**

Community Places Limited will comply with data protection law. This says that the personal information we hold 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 any 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.

### **3. What personal information we collect about for Service users and third parties**

1. *Service users.* As a registered care provider, we must collect some personal information on our service users, including health and financial information, which is essential to our being able to provide effective care and support. The information is contained in individual files (manual and electronic) and other record systems, all of which are subject to strict security and authorised access policies. Personal information that becomes inactive, eg from enquiries or prospective users who do not enter the service is also kept securely for as long as it is needed, before being safely disposed of.
2. *Third parties.* All personal information obtained about others associated with the delivery of the care service, including contractors, visitors, families, will be protected in the same ways as information on service users and employees.

### **3. How we collect information**

#### Service users

Your personal information is collected through a number of different sources. We might continue to build on the information provided in enquiry and referral forms, and, for example, from needs assessments, which feed into care and support plans. Personal information may be collected from other health care organisations when you have been referred to us for the provision of healthcare services. We may sometimes deal with NHS health service bodies about the services you have received or are receiving.

All personal information obtained to meet our regulatory requirements will always be treated in line with our explicit consent, data protection and confidentiality policies.

## **5. What we do with personal information**

All personal information obtained on service users and third parties is used only to ensure that we provide a service, which is consistent with our purpose of providing a person-centred care service, which meets all regulatory standards and requirements. It will not be disclosed or shared for any other purpose.

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. Where we need to perform the contract we have entered into with you.
2. Providing healthcare and other related services
3. Where we need to comply with a legal obligation.
4. Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations,

1. Where we need to protect your interests (or someone else's interests).
2. Where it is needed in the public interest or for official purposes.
3. Where the use is necessary in order for us to establish, exercise or defend our legal rights.

## **6. How we keep your information safe**

As already stated, the service has a range of policies that enable us to comply with all data protection requirements. Foremost are:

- Access to Employee Data
- Complaints
- Computer Security
- Confidentiality of Service Users' Information
- Consent to Care and Treatment
- Data Protection
- Record Keeping
- Information Governance under the General Data Protection Regulation
- Protecting Personal Data under the General Data Protection Regulation
- Safe Staff Recruitment and Selection
- Service Users' Access to Records
- Sharing Information with Other Providers.

We have put in place appropriate security measures to prevent personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We have put in place procedures to deal with any suspected data security breach and will notify the persons involved and any applicable regulator of the suspected breach where we are legally required to do so.

## **7. With whom we might share information**

We only share the personal information of service users and third parties on a “need to know” basis, observing strict protocols in doing so. Most information sharing of your information is with other professionals and agencies involved with your care and treatment. This might include, but is not limited to:

- A doctor, nurse, carer or any other healthcare professional involved in your care.
- NHS organisations
- Other private sector healthcare providers
- Your GP, Dentist and clinician.
- Third parties who assist in the administration of your healthcare such as insurance companies.
- Our regulators including local authorities and Care Quality Commission.
- Any one who a service user asks us to communicate with or is appointed to represent them as an emergency contact.

Where we provide information for statistical purposes, the information is aggregated and provided anonymously so that there is no privacy risk involved in its use.

## **8. How personal information held by the Community Places Limited can be accessed**

There are procedures in place to enable any service user or third party whose personal information we possess and might process in some way to have access to that information on request. (See the policies listed in No. 6 above.) The right to access includes both the information and any uses which we might have made of the information.

## **9.How long we keep information**

There are strict protocols in place that determine how long the Community Places will keep the information, which are in line with the relevant legislation and regulations.

We will only retain personal data for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal, accounting or reporting requirements. Details of retention periods for different aspects of the personal information collected can be found in our information governance policy.

To determine the appropriate retention period for personal data we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of personal data, the purposes for which we process the personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

## **Rights of access, correction, erasure, and restriction**

### **10. Your duty to inform us of changes**

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

### **11.Your rights in connection with personal information**

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information 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 ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact Data Protection Officer in writing.

### **11.No fee usually required**

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.



## **12. What we may need from you**

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.

## **13. Right to withdraw consent**

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information 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 Data Protection Officer. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

## **14. Data protection officer**

We have appointed a data protection officer to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the Data Protection Officer . You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

## **15. 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 any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

**16.If you have any questions about this privacy notice, please contact;**

Data Protection Officer

Community Places

Westleigh House

Denby Dale

HD8 8QW

01484 868823

[dataprotectionofficer@communityplaces.co.uk](mailto:dataprotectionofficer@communityplaces.co.uk)