



Community Places

Privacy Notice

Service Users and Third Parties

May 2018

Updated October 2021

Reviewed June 2023

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

Business details

Used the privacy notice of Community Places Limited.

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.

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

3. Relevant to the purposes we have told you about and limited only to those purposes.

4. Accurate and kept up to date.

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

5. Kept only as long as necessary for the purposes we have told you about.

2. Aims of this notice

6. Kept securely.

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

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 such as for safeguarding purposes, the CQC, police and other law enforcement agencies if requested by law or a court order.
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. This will include information regarding your vaccination status such as confirmation that we have reviewed your status, details of what was reviewed, details of any medical exemption(s) and details of any status expiry date.
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

We only share the personal information of service users and third parties on a "need to know" basis, observing strict protocols and doing so with your consent to care and treatment. 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:

- Data Protection
 - A doctor, nurse, carer or any other healthcare professional involved in your care.
- Record Keeping
 - Other private sector healthcare providers
- Information Governance under the General Data Protection Regulation
 - 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.
- Safe Staff Recruitment and Selection
 - Any one who a service user asks to communicate with or is appointed to represent them as an emergency contact.
- Service Users' Access to Records

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.

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.

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 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. 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

- **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.

As a service user, information collected about you could be provided to other approved organisations, where there is a legal basis to do so, to help plan services, improve care provision and for research into developing new treatments and preventing illness.

Information is only used where allowed by law and never for insurance or marketing purposes without explicit consent. The care service will always seek written permission from you before sharing personal information with anyone else, for purposes other than direct care

However, if you do not want your personal data to be used for planning or research, you can stop this. the data sharing is with other professionals and agencies involved with care and treatment.

National Data Opt-Out

The only exceptions to this general rule would be where we are required by law to provide information, eg to help with a criminal investigation. The national data opt-out gives everyone the choice to stop health and social care organisations sharing their "confidential patient information" with other organisations where it is used for reasons beyond individual treatment and care, such as research and planning purposes.

If you are happy with this use of personal information, you do not need to do anything but can change this decision at any time.

The term "confidential patient information" is used as the NHS do and where the opt-out is in force. In this context "confidential patient information" relates to information about service users' health or social care that may identify them. If you choose to opt out, your confidential patient information will still be used as necessary to support your individual care delivery.

Adult Social Care providers, in line with your wishes and the national data opt-out, are required to apply national data opt-out to these confidential patient information for purposes other than by you, the service user or someone legally able to act on your behalf. More details about the wider use of confidential personal information and to register your choice to opt out can be found at: <https://digital.nhs.uk/services/national-data-opt-out> or by phone: 0300 303 5678. As a care service, we have an obligation to inform you about your right to choose regarding opting out of data sharing and are clear about how and when such a preference has been applied and a record of any decision regarding data opt-out kept.

To opt out by post on behalf of a service user who lacks capacity, fill out and print off [Manage Another Person's Choice on Their Behalf, NHS Data Opt-Out by Post](#). It can only be done by an individual who holds an LPA. Most care services do not use or share service users' information beyond direct care and this care service does not share our service users' information with any pharmaceutical, medical or other researchers and do not use sensitive information for purposes beyond your care and treatment.

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 only share personal information on a "need to know" basis, observing strict protocols when doing so. Most of the time 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.

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