

GDPR POLICY AND PROVISION

Claregrange (Trading) Limited



Registration number: ZA503597

Date registered: 11 March 2019

Registration expires: 10 March 2020

Payment tier: Tier 1

Data controller: Claregrange (Trading) Limited

Head Office Address:

Aslockton hall
new lane
Aslockton
Nottingham
NG13 9AH

Trading names:

- Aslockton Hall
- Waltham Hall

Data Protection Officer Site Address:

Waltham Hall
Waltham Hall Offices
87 Melton Road
Waltham on the wolds
Leicestershire
LE14 4AJ
Email
claregrange_nl@yahoo.co.uk

Please take a moment to read the information provided.

If you have not already done so you must then return the report attached to the office as soon as possible. Where appropriate we will ask the resident to sign this document and the same will be sent to the family/next of kin for counter signing. Where the resident does not have capacity the family/next of kin can sign on their behalf and on their own behalf as next of kin. Where the resident does not have capacity and no next of kin the consent will be requested from the designated representative or IMCA (independent mental capacity advocate).

You will no doubt be aware of the importance of GDPR and how it will affect the management of the data we store in relation to you and your next of kin.

We are committed to ensuring any personal data is protected in accordance with the data protection laws and is used fairly and in line with your expectations.

1. What data do we collect?

We hold personal information so that we can identify you and your health needs.

Name

Address

Next of kin details

NHS information

Social Services information

Care plans

Date of birth

Preferences

We hold contact details so we can maintain contact with you and your family.

Correspondence details, names and contact numbers

Financial details.

Funding information (and any contracts we may have)

Pension, tax or nation insurance numbers

Power of Attorney/Responsibility

Third party payers/payments details and any benefits you may be entitled to

2. What is the legal basis for us having this data?

We hold this information so we can:

Properly manage you and your health requirements

Contact you or your family/next of kin

Manage your specific health care needs or address areas of concern

Manage you safety (including all aspects of health, mental health and safeguarding)

Make appropriate referrals and keep in touch with other organisations involved with your welfare

Be sure that you are receiving the correct financial support
Demonstrate we are caring for you and keep your care plan up to date

We may hold photographic information to identify you and to evidence any physical issues you may have. For insurance and safety reasons we run CCTV monitoring 24 hours a day.

3. Who do we share your data with?

(This list is not exhaustive)

- Health organisations & specialists
- The NHS
- Social services
- Doctors (your health)
- Pharmacy
- The Inland Revenue
- The pension provider
- A future or previous care home/agency
- Our bank (for pay)
- CQC
- The CCG
- Our solicitors
- Our accountants
- Our insurers
- Third party service providers (hairdressers, opticians, chiropodist etc)
- Your next of kin
- County Council or anyone concerned with your funding

We will only share your data if entirely necessary.

We will share your data if legally required to do so with the police or the courts.

4. How do we protect your data?

Your data is stored in paper and electronic formats. Paper documents are stored in locked cabinets in rooms with limited access through coded doors. Electronic data is stored on password protected computers with further password protection for each programme. We take all reasonable steps to ensure your data is not lost, accidentally destroyed or misused. Any third parties we contract with also provide the same undertaking. Archived data is kept in the same way as the above. We take all reasonable steps to ensure your data is protected from unauthorised access.

5. How long do we keep your data?

We are legally bound to keep any paperwork relating to you and your care for 7 years from the date you leave the home. Any paper based data is then securely disposed of (shredded) and electronic files are deleted from all systems. You are entitled to ask for documents and files to be returned and for data to be deleted however we still have an obligation to comply with other legislation.

Automated decision making

We do not make decisions about your health or outcomes based solely on automated decision-making. Where ever reasonable possible we liaise with your, your next of kin and any other relevant organisation. In certain circumstance we will act in best interest.

6. Your rights

You have the right to request access to your care/personal file and amend/correct it if necessary.

You may request that we delete or stop using your data only if the data is no longer applicable and is not protected by any further legal obligations.

You can request that we transfer your data to another person provided there is good reason to do so and this transfer is not restricted by legislation.

Should you wish to exercise any of the rights listed above at any time, or if you have any questions, comments or concerns about this notice, our policy or how we handle your data please contact us. If you continue to have concerns about the way your data is managed following the response from the business you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
or go on line and search for ico.org.uk

This privacy notice will be reviewed in accordance with any further updates to the legislation or as necessary.

Resident consent form:

Where the resident does not have capacity this form can be signed by the family/next of kin if they have authorisation.

I have read and understood the information provided to me YES / NO

I understand that within the company

Data is processed lawfully, fairly and in a transparent manner

It is collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes

It is adequate, relevant and limited to what is necessary

Accurate and kept up to date

Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed

Processed in a manner that ensures appropriate security of the personal data

The controller shall be responsible for, and be able to demonstrate, compliance with the principles.

The company is demonstrating that they have given opportunity for

- Consent
- A contract with you that your data will be properly managed
- Legal obligation to be met
- Vital interests to be met
- Public task to be met
- Legitimate interests to be managed

PRINT NAME _____

SIGNED _____

DATE _____

Please return to the office as soon as possible. Should you not return the consent form it will be considered that you have received this document and as such acknowledge the contents.

Next of kin/Responsible person consent form:

Where the resident does not have capacity this form can be signed by the family/next of kin if they have authorisation.

I have read and understood the information provided to me YES / NO

I understand that within the company

Data is processed lawfully, fairly and in a transparent manner

It is collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes

It is adequate, relevant and limited to what is necessary

Accurate and kept up to date

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- Vital interests to be met
- Public task to be met
- Legitimate interests to be managed

NEXT OF KIN/FAMILY/AUTHORISED PERSON

PRINT _____

SIGNED _____

DATE _____

Please return to the office as soon as possible. Should you not return the consent form it will be considered that you have received this document and as such acknowledge the contents.