


PRIVACY NOTICE FOR SERVICE USERS' RELEVANT PERSONS INVOLVED

VERSION No	1	
REVIEWED BY	Registered Manager (MP)	
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Privacy Notice for Service Users' Relevant Persons Involved (LPA / POA, NOK, Family Members)

Kindcare (UK) Ltd, trading as Bendigo Nursing Home, in accordance with the General Data Protection regulation (GDPR) we have implemented this Privacy Notice to inform you, our residents' representatives, of the types of data we hold on you and process. This Privacy Notice also explains how we use any personal information we hold on you.

- *What information do we hold on you?*
- *How do we use such information?*
- *Access to your information and correction*

1. **What information do we collect about you, the lawful basis of the information gathered, who provided the data and retention period?:** The Lawful Bases which we use are contained within the Data Protection Act 2018 and are:

Data / Information we hold on You	Lawful Basis	Who Provided the Information / Data	Retention Period
Contact Details (full name, address, telephone number(s), e-mail address, business / law firm name, fax number)	Legal Obligation <i>(involve representatives in the residents' care, treatment and support under the Health and Social Care Act)</i>	You	Records are archived and kept safe for 3 years after the date of last entry, after which hard / paper copies are cross shredded and digital copies are deleted
Letters and correspondence (hard / paper copies and e-mails), copies of LPA / POA, signed Terms of Business and Contract on behalf of the resident	Performance of a contract	You	
Care Planning (involvement, including Best Interest Decision records, DNACPR)	Legal Obligation	You	
Records of verbal communication (either in person or on the phone)	Legal Obligation	You	
Complaints, issues raised and investigations	Legal Obligation	You / other relevant complainant(s), manager, deputy	
Feedback of our service	Legal Obligation	You	
Financial records (such as invoices and payments as well as any additional expenses)	Legal obligation <i>(HMRC)</i>	You and our accounts department	

2. **How information about you will be used:** We will only share your contact details that you have provided willingly with Health Professionals, such as GP's, Hospitals, other professionals involved such as optician, etc., Local Authorities, include departments such as Social Services, our staff to keep you informed of the condition of the person whose care, treatment and support you are involved in, as well as our accounts department. We will not share your information with anyone except those indicated above, unless required by law.
3. **Access to your information and corrections:** Any information held on you is available to you and you can ask us to remove or amend information which is inaccurate.
4. **Protecting your Data:** We are aware of the requirement to ensure your data is protected against accidental loss or inappropriate disclosure, destruction and abuse. We have implemented processes to guard against such.
5. **Your Rights:** You have the following rights in relation to the personal data we hold on you:
 - a) the right to be informed about the data we hold on you and what we do with it;
 - b) the right of access to the data we hold on you.
 - c) the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected.
 - d) the right to have data deleted in certain circumstances. This is also known as 'erasure', however, that may mean that we are unable to ensure appropriate care, treatment and support
 - e) the right to restrict the processing of the data;
 - f) the right to transfer the data we hold on you to another party. This is also known as 'portability';
 - g) the right to object to the inclusion of any information;
 - h) the right to regulate any automated decision-making and profiling of personal data.
6. **Consent:** Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.
7. **Making a Complaint:** If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.
8. **Data Protection Compliance:** alternatively, you can inform the manager either verbally or in writing to Mariana, Bendigo Nursing Home, 22 Arundel Road, Eastbourne, BN21 2EL; mariana@kindcare.co.uk