

The Chace Rest Home – Privacy Policy

The Chace Rest Home understands that the information you trust us with is important to you, and we are committed to protecting and respecting your privacy.

This Privacy Policy explains how, when and why we collect your personal information during the course of providing care services to you, under what situations we may disclose your personal information to others and how we keep it secure.

Summary

- We only collect personal information about you where it is completely necessary or you have consented, and we ensure that we only collect information that we need
- We use third party organisations to help provide an excellent service to you; Caredocs (Care Management System) and Boots Care Service (IT Medication software). Where we share personal information with those suppliers, we have the appropriate contracts or controls in place, which will assess the security of their processing arrangements
- We will protect your personal information with an appropriate combination of technical and organisational measures
- You have rights to your information. These are detailed in Section 5.
- We retain your data for only as long as is necessary

1. What information do we collect about you?

We need information about you to comply with our contractual and regulatory obligations. We need to collect information from you to do this and to offer you the appropriate care services for your circumstances. This includes: Name(s); Contact details (postal address, email address, telephone numbers); Date of Birth; Banking details; Next of Kin details; Personal history (Medical and Well-being); Gender; Marital Status.

2 How will we use the information about you?

We collect your personal information for a number of reasons: to comply with our contractual obligations; for legal and company procedure to enable our residents to receive the correct care; for our residents next of kin we require this information to send you direct information for the purposes of feedback on our services, and to provide you with information on our Care Home services.

To process your information, we rely on the following legal bases:

Performance of a contract: The use of your information is necessary to perform the contract that you have with us.

Legal obligation: The use of your information is necessary to meet legal or regulatory requirements placed on us.

Legitimate interests: We may use your information for our legitimate interests, such as providing you with the most appropriate care, to provide you with relevant newsletters, or to improve and promote our service.

Consent: We may rely on your consent to use your personal information in order to send you survey and feedback requests. You may withdraw your consent at any time, please contact us using the details provided at the end of this document.

3 Information that we share

We may have to share your information with the following organisations. We only share data that we are legally obliged to. This would include, but not limited to:

- Care Quality Commission (CQC)
- NHS (including Doctors, District Nurses, Mental Health Teams, Dental, Optical, Continence Service, Logistic Stores)
- Social Services (Safeguarding)
- Police
- Pharmacists
- Solicitors/Power of Attorneys
- West Midlands Care Association, regarding DBS
- Criminal Records Bureau - Identification Checking
- Designated Next of Kin/Relatives

4 Information Security

We work hard to keep your data safe. We use an appropriate combination of technical and organisational measures to ensure, as far as reasonably possible, the confidentiality, integrity and availability of your information at all times. If you have any security-related concerns, please contact us using the details provided at the end of this document.

5 Access to your information and correction

You have the right to request a copy of the information we hold about you. We will provide you with this information within one month of receiving your request and verifying your identity.

Right of Access - You have the right to request a copy of the information that we hold about you.

Right to Rectification - We want to make sure that your personal information is accurate and up to date. You may ask us to correct, update or remove information you think is inaccurate or incomplete, and we ask that you inform us promptly of any changes to your circumstances.

Right to Erasure - You may also ask us to erase your personal information that we hold.

Right to Data Portability - You may also ask us to move, or 'port' your personal information to another organisation electronically. We will only port personal information you have provided to us, that we have processed based on your consent or performance of a contract, or that has been processed automatically. We will port your personal information without charge and within one month, where technically feasible.

Right to Restricting Processing – You have a right to request that we restrict the processing of your personal data in certain circumstances. We will inform our third parties to whom we have disclosed your personal data that they must also restrict processing. We will inform you when the restriction on processing your personal data ends.

If you would like to exercise these rights, please write to us, using the details provided at the end of the document.

6 Retaining your data

The Chace Rest Home and the information we collect about you, are subject to various regulatory and legislative requirements. In addition, we will endeavour not to keep your personal information for longer than we have to for us to fulfil our contract with you. Where it is not possible for us to delete your data, we will ensure the appropriate security and organisational measures are put in place to protect the use of your information.

If you have any questions about how we retain your data, please contact us using the details provided at the end of this document.

7 CCTV

To protect our residents, premises, assets and staff from crime, we operate CCTV systems at The Chace Rest Home which record images for security. We do this on the basis of our legitimate interests. If we discover criminal activity through our use of CCTV, we may report this to the correct authority and use it in criminal proceedings.

8 Complaints

We work hard to ensure that your personal information is treated safely and securely. However, if you have a complaint, you can call us at The Chace on 01684 561813, or by contacting us using the details provided at the end of this document. You also have the right to complain to the Office of the Information Commissioner. You can contact them on 0303 123 1113 or online www.ico.org.uk/concerns

9 Changes to our Privacy Policy

We review our privacy policy regularly and will place any updates on our website and in relevant policy communications. This privacy policy was updated on 25th May 2018 and is PP01 V1[1].

10 Who to contact in relation to processing of personal information at The Chace Rest Home

Please contact us if you would like to discuss anything in relation to this policy or how we handle your personal information. You can contact the Data Protection Officer at The Chace Rest Home by:

- Email: dataprotection@thechace.com
- In writing to:
Data Protection,

The Chace Care Home



The Chace Rest Home,
Chase Road,
Upper Welland,
Malvern, Worcestershire
WR14 4JY

You may withdraw your consent at any time – please call us on 01684 561813 or contact us in writing at the above email or postal address.

The Chace Care Home, Chase Road, Upper Welland, Malvern, Worcestershire WR14 4JY

T: 01684 561813 | E: enquires@thechace.com | W: www.thechace.com