

Southcare Homes Group is committed to providing transparent information on why we need your personal data and what we do with it. This privacy notice will explain all you need to know and outline the rights you have over your data.

As part of the services we offer, we are required to process personal data about our staff, our service users and, in some instances, the friends or relatives of our service users and staff. "Processing" can mean collecting, recording, organising, storing, sharing, or destroying data.

How we keep your personal information safe

We have robust policies in place to protect your personal information. Your records may be stored on paper and/or on a computer.

We will not share information that identifies you for any reason, unless:

- We must do this by law
- You ask us to do so
- We ask and you give us specific permission

We have a duty to:

- Maintain full and accurate records of our residents' next of kin
- Keep records about you confidential, secure and accurate in accordance with the Data Protection Act 2018, the Human Rights Act 1998 and the common-law duty of confidentiality and The Disability Discrimination and the Race Relations Acts may also apply.
- Provide information in a format that is accessible to you

What data do we have?

As part of our work providing high-quality care and support, it might be necessary that we hold the following information about you:

- Basic details and contact information such as your name and address

Why we collect information about you

By law, we need to have a lawful basis for processing your personal data. There are also times when we will process your data with your consent. We process your data for the following reasons:

- We have a legitimate business interest in holding next of kin and lasting power of attorney information about the individuals who use our service and keeping emergency contact details for our staff.

If we need to ask for your permission for any data, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

How we use your information

To share your information, we must have a lawful reason to do so. Information is shared in order for us to provide high-quality care and support for your loved one. We may securely share with or gather information from the following sources:

- You or your legal representative(s)

Third parties such as:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals
- Your Local Authority
- The police or other law enforcement agencies (if we have to by law or court order)
- An electronic care records system provider who is a data processor (Grasmere Rest Home only).

Anyone who receives information from us also has a legal duty to keep it confidential. Our methods of sharing this information is either face-to-face, via telephone, via email, via post, via application forms, via paper care records, or via electronic care records (for residents at Grasmere Rest Home only).

Your rights & accessing your information

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

Your Rights:

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request
3. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the [Information Governance Alliance's guidelines](#).
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

We are committed to being transparent and accountable for how we use your information.
If you would like to complain about how we have dealt with your request, please contact:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

<https://ico.org.uk/global/contact-us/>

Thank you for reading our privacy policy for friends and relatives. If you require this information in a different format or have any concerns or questions, please let us know.