

TWELVE TREES PRIVACY POLICY

Twelve Trees Care Home Limited 17 Priory Road Nether Edge , Sheffield S7 1LW 0114 255 5155

Twelve Trees Homecare Limited Suite 11 Cherry Tree Business Centre, Sheffield S11 9EF 0114 258 3802

Data Protection Officer: Simon Mills, *Director*

We committed to ensuring that any personal data we hold about you is protected in accordance with data protection laws and is used in line with your expectations.

This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

What personal data do we collect?

We collect personal data about you to provide care that is tailored to meet your individual needs.

Personal details that we collect about you include:

your name, date of birth, address, health and medical needs passes and present, your interests, family/friends, people who are important to you and professionals who help with your finances.

Where applicable we will obtain your records from social care and health care plans from health professionals.

Personal details that we collect about you include:

- your name, home address, phone numbers, emergency contact details, and family details

This information will be collected from you directly or in conjunction with your NOK.

Why we collect this information and the legal basis for handling your data

We use personal data about you in order to provide care services and fulfil the contractual arrangement you have entered into. This includes using your data to:

- contact your NOK in case of an emergency
- to support your wellbeing
- to manage any special, health or medical needs whilst in our setting
- to carry out regular reviews of you to identify any areas of concern
- to keep you and your NOK updated with information about our service

With your consent, we will also record activities, This may include photographs and videos. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing.

We share your data with

In order for us to deliver care services we will also share your data as required with the following categories of recipients:

- CQC– during an inspection or following a complaint about our service

- banking services to process direct debit payments (as applicable)
- the Local Authority
- our insurance underwriter (if applicable)
- our setting software management provider (if applicable)

We will also share your data if:

- We are legally required to do so, for example, by law, by a court or CQC;
- to enforce or apply the terms and conditions of your contract with us;
- to protect you for example by sharing information with social care or the police;
- it is necessary to protect our rights, property or safety
- If we transfer the management of the setting, in which case we may disclose your personal data to the prospective buyer so they may continue the service in the same way.

We will never share your data with any other organisation to use for their own purposes

How do we protect your data?

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by: a fully supported and password protected Cloud based data system and limited hard copy information is stored in locked file with carefully managed access.

How long do we retain your data

We retain your personal data for up to 3 years after you no longer uses our setting, Medication records and accident records are kept for longer according to legal requirements. Information with reference to monies is to securely stored for 6 years.

Your rights with respect to your data

You have the right to:

- request access, amend or correct your personal data
- request that we delete or stop processing your personal data, for example where the data is no longer necessary for the purposes of processing; and
- request that we transfer your personal data to another person

If you wish to exercise any of these rights at any time or if you have any questions, comments or concerns about this privacy notice, or how we handle your data please contact us. If you have continue to have concerns about the way your data is handled and remain dissatisfied after raising your concern with [me/us], you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk/

Changes to this notice

We keep this notice under regular review. You will be notified of any changes where appropriate.