**Salisbury Christian Care Homes**

**Privacy Notice – for Residents, family and friends**

**How your information will be used**

1. In our role of providing care for residents of our care home the Company needs to keep and process information about you for that purpose. The information we hold and process will be used for care of the residents our management and administrative use only. We will keep and use it to enable us to give the care and ensure the wellbeing of the residents and to run the business and manage our relationship with you effectively, lawfully and appropriately, during the time that the resident and or family and friends are considering entering the home, whilst they are at the home, and at the time when the resident leaves the home. This includes using information to enable us to comply with the contract, to comply with any legal requirements, pursue the legitimate interests of the Company and protect our legal position in the event of legal proceedings as well as providing day to day care of the resident. If this data is not provided, we may be unable in some circumstances to comply with our obligations and we will tell you about the implications of that decision.

2. As a company involved with Care for the Elderly, we may sometimes need to process your data to pursue our legitimate business interests, for example to prevent fraud, administrative purposes or reporting potential crimes, ensuring that good care is given to the clients, demonstrating to legal authorities that residents are cared for according to the standards required by law. We will never process your data where these interests are overridden by your own interests.

3. Much of the information we hold will have been provided by you, but some may come from other sources, such as the resident, family members or friends and other medical and social services professionals.

4. The sort of information we hold in respect of residents includes initial contact details and assessments, care and medical needs, health and social care information from other professionals, their contract and any amendments to it; correspondence with or about you. In respect of Family and friends it will include the nature of your relationship to the resident, information about your visits to the resident and contact details where these have been provided. As we gather information about the life history of residents in order to assist us in caring appropriately for them it is likely that many will have made reference to those close to them in providing their life history. All such information is used only to enable us and fellow professionals such as doctors, social services, legal and financial professions to provide the best care for the resident.

5. Residents will, of course, inevitably be referred to in many company documents and records that are produced by our staff in the course of carrying out their duties and the business of the company.

6. Where we process special categories of information relating to racial or ethnic origin,political opinions, religious and philosophical beliefs, trade union membership, biometric data or sexual orientation, we will always obtain your explicit consent to those activities unless this is required by law or the information is required to protect your health in an emergency. Where we are processing data based on your consent, you have the right to withdraw that consent at any time.

7. Other than as mentioned below, we will only disclose information about you to third parties if we are legally obliged to do so or where we need to comply with our contractual duties to you.

8. We may transfer information about you to other group companies for purposes connected with the care of a resident.

9. We do not use automated decision making.

10. Your personal data will be stored for a period of 6 years after the end of the resident to which it relates leaves the home, although some information about a residents medical and care data may be kept longer.

11. If in the future we intend to process your personal data for a purpose other than that which it was collected we will provide you with information on that purpose and any other relevant information.

**Your rights**

12. Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.

13. If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

14. You have the right to lodge a complaint to the Information Commissioners’ Office if you believe that we have not complied with the requirements of the GDPR or DPA 18 with regard to your personal data.

**Identity and contact details of controller and data protection officer**

15. **Salisbury Christian Care Homes** is the controller and processorof data for the purposes of the DPA18 and GDPR.

16. If you have any concerns as to how your data is processed you can contact:

Alan Butchers **Director and** Data Protection Officer at **abutchers@btconnect.com**

or you can write to Alan Butchers using the address of

**Fairfax House. 85 Castle Road, Salisbury, SP1 3RW**