

Privacy Notice People We Support

This privacy notice explains how we use any personal information about you that we collect and store.

What information do we collect about you?

We collect and store information about you when we complete your initial paperwork and whilst we are supporting you. This includes your:

- Full name
- Address
- Telephone number
- Date of birth
- Next of kin/emergency contact details
- Payment/Direct Debit information
- Medical diagnosis
- Medication
- Support needs (via support plan & risk assessments)
- Details of other professionals involved in your life
- Records of support
- In residential services - if you require support to open, take action on and store post. Includes medical and financial correspondence.

How will we use the information about you?

Your information will be stored in your personal file, which is kept in a locked cabinet. Only staff who need your information (for example to be able to support you well) have access to the keys. Information about you which is received or held electronically (e.g. when information has been emailed) will be printed and placed in your file. All electronically stored information is held on password protected computers.

We use your information to plan your support to ensure you are supported in the best possible way, in a way which you prefer and which meets your needs.

We may send you information about our services and special events. We will usually give you this information while you are here, but we may on occasion send information to you via email or post. If you don't want us to do this, please let our Office Manager Gemma Bengier know.

Who we may share your information with

Information we hold	Who we may share it with*
Full name	1,2,3,4,5,6
Address	1,2,4,5,6
Date of birth	1,2,4,5,6
Telephone number	1,2,4,5,6
Family information & contact details	1,2,4,5,6
Medical diagnosis	1,2,4,5,6
Medication	1,4,5,6
Support needs (support plans & risk assessments)	1,2,4,5,6
Other professionals involved in their lives	1,2,4,5,6
Payment/Direct Debit information	1,3
In residential services - where the person requires support to open, take action on and store post. Includes medical and financial correspondence.	1,2,4,5,6
Records of support	1,2,4,5,6
CCTV monitoring	1,2,4,5,6

1. Police, if it is suspected a crime has been committed
2. Care Quality Commission (CQC)
3. Accountant
4. Local authority
5. Employees
6. Other social care/medical professionals involved

*Catherine Care operates a strict Confidentiality Policy, and all employees sign a Confidentiality Agreement. Information is shared on a 'need to know' basis only, and is only shared to other organisations which also adhere to these strict policies. Consent from you is gained wherever possible to share your personal information. If consent cannot be gained, or the information must be shared for the your well-being or safety, a best interests decision will be made on your behalf.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please put your request in writing. We will provide the requested information as soon as possible, and within no more than 1 month of the request. If you require duplicate copies of the same information, we may charge a fee for the further copies, the fee will be based on the administrative cost of providing the information.

You are entitled to have inaccurate data rectified without undue delay, and within no more than 1 month, or 2 months for complex requests. If no action is to be taken, we will explain to you why, and inform you of your right to complain and to a judicial remedy.

You have the right to request that personal data be deleted or removed where there is no compelling reason for its continued processing.

Your right to object

You have the right to object to our data processing if it is

- based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling); and
- for purposes of scientific/historical research and statistics.

If you do not want us to use your data in these ways, please let us know.

Lawful Basis

We process your personal data under the lawful bases of 1) contract, and 2) legal obligation.

1) Contract: this means that the processing is necessary for the contract we have with you. This is because we support you under a contract, and we need certain information to be able to issue you with the contract and ensure compliance on both sides.

2) Legal obligation: this means that the processing is necessary for us to comply with the law. This is because we are governed by social care and health and safety legislation, amongst others. We have a duty to ensure our premises and service are fit for purpose and that we are ensuring your safety and well-being, and your data helps us to achieve this. If we didn't know certain information about you, we would not be able to support you in a way that keeps you safe and well.

Changes to this privacy notice

We will keep our privacy notice under regular review and we will inform you of any updates. This privacy notice was last updated on 25th May 2018.