

LARCHFIELD MANOR

GENERAL DATA PROTECTION REGULATION – LETTER FOR SERVICE USER/ FAMILY MEMBER

Dear: Service User/ Family Member

1. INFORMATION ABOUT DATA PROTECTION REGULATIONS.

- 1.1 I am writing to you because new Regulations will come into force in May 2018 that effect how we use personal information you have given us.
The new Regulations are called the General Data Protection Regulations and require us to inform you about the personal information we hold about you, how we use it and when we share it with other people in your interests.

2.0 WHAT DO WE MEAN BY PERSONAL INFORMATION (DATA)?

- 2.1 Your personal data relates to how we can identify you from the information we collect that you give us directly or information we have obtained from other sources about you in order to provide a service for you.

Name of Service: Larchfield Manor Care Home and Day Centre

Name of Manager: Denise Baran

is known in the regulations as the data controller the person responsible for making sure your personal data is processed properly and for what purpose.

3.0 WHAT DO WE MEAN BY PROCESSING YOUR PERSONAL DATA?

- 3.1 We comply with our obligations under the General Data Protection Regulations by processing information which means:
- How we keep your personal data up to date;
 - By storing and destroying it securely;
 - By not collecting or retaining excessive amounts of data;
 - By protecting your personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect your personal data.

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3.2 The Service is required to provide the following information, please tick as applicable.

| What information do we need to provide? | Personal data collected from individuals (mark with ✓) | Personal data obtained from other sources (mark with ✓) |
|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|----------------------------------------------------------------|
| The name and contact details of your organisation | ✓ | ✓ |
| The name and contact details of your representative | ✓ | ✓ |
| The contact details of your data protection officer | ✓ | |
| The purposes of the processing | ✓ | ✓ |
| The lawful basis for the processing | ✓ | ✓ |
| The legitimate interests for the processing | ✓ | ✓ |
| The categories of personal data obtained | ✓ | |
| The recipients or categories of recipients of the personal data | ✓ | |
| The details of transfers of the personal data to any third countries or international organisations | ✓ | ✓ |
| The retention periods for the personal data | ✓ | |
| The rights available to individuals in respect of the processing | ✓ | |
| The right to withdraw consent | ✓ | ✓ |
| The right to lodge a complaint with a supervisory authority | ✓ | ✓ |
| The source of the personal data | ✓ | ✓ |
| The details of whether individuals are under a statutory or contractual obligation to provide the personal data | ✓ | |
| The details of the existence of automated decision-making, including profiling | ✓ | ✓ |

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4.0 COLLECTION AND USE OF YOUR PERSONAL DATA

4.1 The main use of data is for the provision of care services we provide for you. In these cases, we collect data from Service Users who use our services which is used by our staff to provide our services to you. We must inform you why we need to collect information from and for what purpose.

We collect personal data from you:

- To enable us to provide a care service for you;
- To keep details of who we need to contact in an emergency;
- To keep records of medication we dispense on your behalf;
- To keep records on how we the plan and deliver your care;
- To keep a record of tasks taken on your behalf;
- To keep a daily record of events occurring during your day;
- To keep a record of payments made by you to the Service;
- To keep a record of your financial dealings with our Service;
- To keep a record of your wishes;
- To keep a record of where you have given your consent;
- To keep a record of your religious and cultural requirements;
- To keep a record of all communications we have had with you
- To maintain our own accounts and records (including the processing of gift aid applications);
- To manage our employees and volunteers;

(The manager should add to this list having carried out an audit of the types of information held by the service).

5.0 SHARING YOUR PERSONAL DATA

5.1 Your personal data will be treated as strictly confidential and will only be shared with other organisations who provide for your health and wellbeing i.e. hospitals, GP's, consultancy services, social workers. We will only share your data with third parties outside of this professional group with your consent.

6.0 HOW LONG DO WE KEEP YOUR PERSONAL DATA?

6.1 We will not keep your data any longer than is necessary, and in line with the Care Quality Commission requirements on the length of time we must retain data.

7.0 WHAT IS THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA?

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- 7.1 The legal basis we have for processing your personal data is:
- The provision of health or social care or treatment or the management of health or social care systems;
 - Processing is necessary and proportionate to respect the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;
 - Processing is necessary for carrying out obligations under employment;
 - Explicit consent of the data subject where required to enable us to provide a care service for you.

8.0 YOUR RIGHTS AND YOUR PERSONAL DATA

- 8.1 Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data: -
- The right to request a copy of your personal data we hold about you;
 - The right to request correction of any personal data if it is found to be inaccurate or out of date;
 - The right to request your personal data to be erased where it is no longer necessary for the purpose for which it was obtained;
 - The right to withdraw your consent to the processing of your personal data at any time;
 - The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable) (*Only applies where the processing is based on consent or is necessary for the performance of a contract with the data subject and in either case the data controller processes the data by automated means*);
 - The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing of your personal data;
 - The right to object to the processing of your personal data;
 - The right to lodge a complaint with the Information Commissioners Office.

9.0 WHO YOU SHOULD CONTACT IF YOU HAVE ANY QUESTION REGARDING THIS LETTER

- 9.1 You should contact the nominated person below responsible for personal data processing, who will answer any questions you may have, explain to you the purpose of this letter and in future should you have any concern regarding the processing of your data:

Name: Denise Baran

Designation: Registered Manager

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DISCLAIMER

The Bettal General Data Protection Compliance Tool has been produced on the basis of best practice. Given that we cannot control how you process your data, we cannot be held legally responsible.