



Members Privacy Notice

How we use Members information

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. “Processing” can mean collecting, recording, organising, storing, sharing or destroying data. We are committed to providing transparent information on why we need your personal data and what we do with it. This information is set out in this privacy notice. It will also explain your rights when it comes to your data.

The categories of Member information that we collect, hold and share include:

- Your basic details and contact information e.g. your name, address, date of birth and next of kin;
- Your financial details e.g. details of how you pay us for your care or your funding arrangements.
- Health and social care data about you, which might include both your physical and mental health data.
- We may also record data about your race, ethnic origin, sexual orientation or religion.

Why we collect and use this information

We use the Member’s Information:

- to plan and deliver a high quality service for our Members
- to provide appropriate care and support
- to assess the quality of our services
- to comply with the regulations we work under
- to help keep Members safe

The lawful basis on which we use this information

We collect and use Member information under a set of Rules laid out in the General Data Protection Regulation (known as the GDPR) and the Data Protection Act 2018

We process your data because:

- We are required to do so in our performance of a public task;
- We are required to do so in order to fulfil a contract that we have with you;
- We have a legal obligation to do so – for example the Health and Social Care Act 2012 or Mental Capacity Act 2005.
- It is necessary due to social security and social protection law (generally this would be in safeguarding instances);
- It is necessary for us to provide and manage social care services

Collecting Member information

Whilst the majority of Member information you provide to us is mandatory, some of it is provided to us on a voluntary basis, with your consent. If we need to ask for your permission, 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.

Who and why we share Member information with

So that we can provide high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties

We may do this face to face, via phone, via email, or via post,

Third parties are organisations we have a legal reason to share your data with. These may include:

- 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
- The Local Authority
- The police or other law enforcement agencies if we have to by law or court order.

Requesting access to your personal data

Under data protection legislation Members have the right to request access to information about them that we hold. To make a request for your personal information, contact our data protection officer: Mike Borgia

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Contact

If you would like to discuss anything in this privacy notice, please contact:

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Tel: 01228 674950 Reg Charity No: 1142278