

The White House Privacy Notice

Privacy notice for resident's family – use of resident's personal data

Under data protection law, individuals have a right to be informed about how the home uses any personal data that we hold about them. We comply with this right by providing 'privacy notices' (sometimes called 'fair processing notices') to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about residents.

We, The White House, are the 'data controller' for the purposes of data protection law. Our data protection officer is Emma Hampton.

The personal data we hold

Personal data that we may collect, use, store and share (when appropriate) about resident includes, but is not restricted to:

- Contact details contact preferences, date of birth, identification documents
- Results of internal assessments and externally set tests
- Details of any medical conditions, including physical and mental health
- Safeguarding information
- Details of any support received, including care packages, plans and support providers
- Photographs
- CCTV images captured in the home

We may also hold data about residents that we have received from other organizations, including other care homes, local authorities and medical practitioners.

Why we use this data

We use this data to:

- Monitor and report on resident health
- Provide appropriate pastoral care
- Protect resident welfare
- Assess the quality of our services
- Administer admissions waiting lists
- Carry out research
- Comply with the law regarding data sharing

Our legal basis for using this data

We only collect and use relative's personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation
- We need it to perform an official task in the public interest
- Less commonly, we may also process resident's personal data in situations where:
 - We have obtained consent to use it in a certain way
- We need to protect the individual's vital interests (or someone else's interests)

Where we have obtained consent to use resident's personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn.

Some of the reasons listed above for collecting and using resident personal data overlap, and there may be several grounds which justify our use of this data.

Collecting this information

While most of the information we collect about resident is mandatory, there is some information that can be provided voluntarily.

Whenever we seek to collect information from family or a resident, we make it clear whether providing it is mandatory or optional. If it is mandatory, we will explain the possible consequences of not complying.

How we store this data

We keep personal information about residents while they are staying at the home. We may also keep it beyond their residence at the home if this is necessary to comply with our legal obligations. Our record retention policy sets out how long we keep information about residents.

If you would like to receive a copy of our data retention policy, please email emma@thewhitehousecurdridge.co.uk and specify how you wish to receive it.

Data sharing

We do not share information about residents with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about residents with:

- Our local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns and exclusions
- The resident's family and representatives
- Medical Practitioners
- Our regulator - CQC
- Suppliers and service providers – to enable them to provide the service we have contracted them for
- Financial organisations – (Insurance etc..)
- Central and local government
- Health authorities – (PHE Public Health England)

- Professional advisers and consultants
- Police forces, courts, tribunals
- Professional bodies

Transferring data internationally

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

Residents Guardian and Resident rights regarding personal data

Individuals have a right to make a '**subject access request**' to gain access to personal information that the home holds about them.

Family can make a request with respect to their relatives' data where the resident is not considered competent enough to understand their rights over their own data, or where the resident has provided consent.

If you make a subject access request, and if we do hold information about you or your family, we will:

- Give you a description of it
- Tell you why we are holding and processing it, and how long we will keep it for
- Explain where we got it from, if not from your relative
- Tell you who it has been, or will be, shared with
- Let you know whether any automated decision-making is being applied to the data, and any consequences of this
- Give you a copy of the information in an intelligible form

Individuals also have the right for their personal information to be transmitted electronically to another organisation in certain circumstances.

If you would like to make a request, please contact our Chief Privacy Officer Denise Allen.

Other rights

Under data protection law, individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (by a computer or machine, rather than by a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations

To exercise any of these rights, please contact our data protection officer.

Complaints

We take any complaints about our collection and use of personal information very seriously.

If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our Chief Privacy Officer.

Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/concerns/>
- Call 0303 123 1113
- Or write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Contact us

If you have any questions, concerns or would like more information about anything mentioned in this privacy notice, please contact our **Chief Privacy Officer**:

- Emma Hampton – emma@thewhitehousecurdridge.co.uk