BOUCHERNE LTD

**PRIVACY POLICY**

This Privacy Policy sets out how Boucherne Residential Care Home uses and protects any information you give to us as residents, visitors or employees.

We are committed to ensuring that your privacy is protected, that information you provide to us is used only for the purposes for which it was provided and that it is protected from loss or abuse.

The personal information we collect

Residents. As a registered care provider, we must collect personal information on our residents, including financial information, which is essential to our being able to provide effective care and support. The information is contained in individual files (manual and electronic) and other record systems, all of which are subject to strict security and access protocols. Personal information which becomes inactive, eg from enquiries or prospective residents who do not enter the service is also kept securely for as long as it is needed, before being safely destroyed.

Employees and Volunteers. We operate a safe recruitment procedure in which all personal information we collect, including CV’s and references, is kept securely, retained only for as long as necessary and disposed of in line with data protection requirements.

Third parties. All personal information obtained from others associated with the delivery of our care service, including contractors, visitors etc., will be protected in the same way.

How we collect information

The bulk of residents’, employees and third parties’ personal information is collected directly from them verbally, by form filling or electronically eg. from our website. Information about residents is expanded by needs assessments which feed into their care and support plans. Employees are required to provide the personal data necessary to obtain a DBS disclosure. Consent is always sought and obtained during admission and recruitment processes.

What we do with personal information

All personal information we collect about residents, employees and others is used only to ensure that we provide a service which delivers person centred care, consistent with all regulatory standards and requirements. We do not disclose personal information for any other purpose.

How we keep your information safe

Most personal information is kept in hard copy, paper files in the Registered Manager’s office or in the facilities on the second floor, in cabinets which are locked when not in immediate use. Some information eg. contracts and financial records are kept electronically, access to which is password protected.

Sharing information

We only share the personal information of residents, employees and others with their consent on a ‘need to know’ basis. Most sharing of residents’ information is with professionals and agencies involved with their care and treatment. When mental capacity is impaired the consent of next of kin or their attorney is sought when otherwise care or treatment would be withheld.

Access to personal information

Residents and employees are entitled to see the information we hold about themselves, and to have access at any reasonable time. The right to access includes both the information and any uses which we might have made of the information. Access to other persons will be withheld unless we are given specific consent by the resident or the employee or in the course of legal proceedings.

Your rights

The data we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data.

 You have the right to receive a copy of the data we keep about you.

 You have the right to have any errors corrected.

You have the right to have your data erased when no longer necessary. You may also request that we restrict processing if we no longer require your personal data for the purpose we collected it for, but you do not want it to be erased.

You may need to provide information for our staff to be able to identify you, for example a passport or driving licence. This is to make sure that your data is not shared with the wrong person inappropriately.

If you have made us aware of a concern about the way we use your data and are dissatisfied with our response, please contact:-

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK95AF

 31.1.2020