



Chesterholm Lodge

This is the privacy policy of Chesterholm Lodge.

This document explains Chesterholm Lodge's policies for the collection, use, and disclosure of personal information.

The Information Chesterholm Lodge Collects:

Chesterholm Lodge collects information that may have the potential to identify you as an individual. Data is collected at the **following stages**:

- Organisation Enquiry – including visits to our website, www.chesterholmcare.co.uk, telephone enquiries and personal visits to the home. This data serves to provide you with requested information about the services Chesterholm lodge offers that may be of benefit to you. For 'legitimate Interests' in processing this data, contact details are collected in order to provide you with any further information of interest regarding related services. Online data is collected for system administration and internal tracking.
- Care Assessment – Detailed assessments undertaken to ascertain support package required and needs assessment. 'Legitimate interests' to process Personal information, Special Category Data, Third Party information and any other information to understand the level of care required, including any medical or specialist care.
- Care Agreement - Client contracts when care commences. Chesterholm Lodge relies on 'contractual necessity' to process this Personal data, Special Category Data Third Party information and other information in order to determine pricing structure prior to contracts.
- Clients – information collected during your stay at Chesterholm Lodge. Chesterholm Lodge relies on 'contractual necessity' with the exception of some data where we rely on 'legal obligation' to process your personal data in order to carry out our obligations to you arising from any contract, respond to your daily needs as a service user, support you with any medical treatments/care, accounting, billing and payment services, responses to any legal or regulatory obligations, in assessing the quality of care services received or concerns or complaints raised and for internal audits and accounts purposes and reviews of management information.

If you decide to provide any personal data this will be done so voluntarily, If you chose not to provide any of the personal data requested this will limit our ability to enter into a contract or fulfil any obligations arising from any contract.

Data Sharing and transfers

During the usual course of business, Chesterholm Lodge may disclose your personal data including health information as detailed below,(to the extent necessary) to affiliated third-party processors that Chesterholm retains to perform services on its behalf. This may include sharing information with:

1. For the provision of delivery of services, internal audit reviews, quality assurance, management recording, IT application support and other internal purposes.
2. Business suppliers, for the provision of the contracted services, IT systems support and hosting in relation to the IT systems on which your information is stored.

3. Delivery companies for the purpose of transportation
4. Chesterholm may also disclose your personal data if it is required to do so by law or legal process in response to lawful requests from public authorities, including to meet national security, public interest or law enforcement requirements. ~Chesterholm reserves the right to transfer Personal Data if the company sells/transfers all or part of their business assets. (in the event of any liquidation,/dissolutions, acquisition, mergers or joint ventures.)

Where any third-party processor is used, Chesterholm will ensure they operate under contractual restrictions with regard to confidentiality and security in addition to their obligations under the Data Protection Laws.

Health information collected during the provision of services

Sensitive personal data that includes data relating to health will only be disclosed to third parties in accordance with this Privacy Notice and includes third parties that are involved in your care and treatment and appropriate professional bodies in accordance with the UK laws and guidelines. When necessary it may be disclosed to any person or organisation responsible for your care or treatment, or to regulatory bodies for the purpose of audits ensuring Care Standards and Record Keeping:

- GP/ Medical professionals
- NHS
- Regulators such as CQC.

Chesterholm will use your personal data in order to monitor any treatment associated to your care.

Data subject rights

1. Access – you have the right to request a copy of your personal data that Chesterholm holds about you. *Administration costs may require a reasonable fee if copies are requested.*
2. Rectification – you have the right to correct any data we hold about you that you may be incomplete or inaccurate.
3. Processing restriction – **under certain conditions** you have the right to request that we restrict the processing of data.
4. Object – You have the right to object to certain types of processing, for example, direct marketing.
5. Automated processing and Profiling – you have the right to object to automated processing and profiling.
6. Portability – **In certain circumstance** you have the right to have the data that Chesterholm lodge holds about you transferred to another organisation.
7. Forgotten – **In certain circumstances** you have the right to ask for the data the Chesterholm lodge holds about you to be erased from our records

If you wish to exercise any of data rights please either email chesterholm.lodge@gmail.com

Write: The Manager,, Chesterholm Lodge, 10 Britten road, Lee on Solent, Hants, PO13 9JU

Telephone 02392 550169

