

I Say Supported Living Services Ltd

Privacy Statement

All Employees and Service Users of I Say Supported Living Services Ltd have a right to be informed, providing you with more information on the way your personal data is used, shared, and stored. The company have a duty to ensure they seek and document your explicit consent to store your personal data that we collect.

Consent may be revoked at any time by request (the right to be forgotten). Procedures on how to revoke your consent are found in the company's Data Protection policy, which can be provided upon request.

Due to the type of business operation of I Say Supported Living Services if there is a lawful basis as to why we are required to process, hold and share your personal data (contract/legal obligation/vital interest) we do not require your consent to do so.

This privacy statement tells you what to expect when I Say Supported Living Services Ltd collects personal information.

How we use your personal information:

Intended nature of the processing of your information includes:

Collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation use, sharing on a need to know basis, disclosure by secure email transmission, restriction, erasure or secure destruction of data.

The purpose includes Employee, Service User, contractor and supplier information processing, statutory and legal obligation, Employee recruitment and Service User referrals.

We require access to your personal data to enable I Say Supported Living Services to provide appropriate care services to our Service Users and contracts of employment to our Employees.

Types of personal information we may hold:

<u>Service User</u>	<u>Employee</u>
Name, address, date/place of birth, NI number, contact details, gender, nationality, Doctor's/Dentist's name and address, medical history/records, medication details, NHS Number, medical professionals and Social Services names and addresses, emergency contacts, next of kin, support plans/guidelines, risk assessments, support session records, criminal records, nutritional records, cultural/religious information, housing needs, benefits information, pay, incident and accident forms and body maps and any other information relating to your support needs.	Name, address, date/place of birth, NI number, contact details, gender, nationality, qualifications, employment history, medical history/records, medication details, emergency contacts, next of kin, criminal records, cultural/religious information, employment/previous employment information, Identity documents, pay, tax information, staff ID images and any other information relating to your contract of employment.

Who we may share your personal information with:

All personal information will only be shared on a need to know/share basis and in accordance to a lawful basis. Consent is received from all Employees and Service Users within the service. Information may be shared face to face, in writing, online services (People Planner) secure/encrypted email or over the phone.

<u>Service User</u>	<u>Employee</u>
<ul style="list-style-type: none"> • Care Quality Commission (CQC) • Emergency Services • Social Services • Health Professionals • Family/Next of Kin • Power of Attorney 	<ul style="list-style-type: none"> • Care Quality Commission (CQC) • National Minimum Data Set (NMDS) • Skills for Care • Disclosure and Barring Service (DBS) • Emergency Services • Social Services (in the event of an incident) • HMRC • Amity Accounts

How we store your personal information

- All computer documents are stored in a secure cloud via the company's IT Consultant.
- A robust Anti-Virus programme is used to protect our server.
- Personal data is stored on a paid data storage care management software system – Access People Planner/Care Planner (who adhere to data protection regulations).
- Lockable secure filing cabinets with in the company's head office.

Service User and Employee personal data is retained for 10 years after the individual has left the service, with the exception of certain limited data which we may be required to store for longer as per legal requirement.

Following the end of the retention period all relevant Service User's and Employee's records will be securely shredded by an external licenced, registered and certified company.

The legal basis on which we are using to store, share and use your personal information.

All companies must have a valid lawful basis in order to process personal data. A lawful basis must be determined before any processing is completed. There are 6 legal basis. The legal basis in which I Say Supported Living Services Ltd may use to store, share and use your personal information are as follows:

- (a) Consent:** the individual has given clear consent for you to process their personal data for a specific purpose.
- (b) Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- (c) Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations).
- (d) Vital interests:** the processing is necessary to protect someone's life.

If you call us on the phone:

Please note your call may be recorded and stored on a secure cloud based server.

If you email us:

If you email an email account belonging to I Say Supported Living Services Ltd this will be stored on a secure server with a full back up on a separate secure server via the company's IT consultant.

National Data Opt-out

The national data opt-out gives everyone the ability to stop health and adult social care organisations from sharing their confidential Service User information for reasons other than providing their individual care and treatment (e.g. for research purposes). The national data opt-out only applies where the data processing relies upon Regulation 5 of the Control of Patient Information Regulations 2002. You can opt out at any time by using the online service at www.nhs.uk/your-nhs-data-matters or by calling 0300 303 5678 (Monday – Friday, 9am – 5pm).

Subject Access Requests

Individuals have a right to know what information is being held about them and the Service has a responsibility, in response to a valid request, to provide a permanent, intelligible copy of all the personal data that is being held on the Service User at the time the application is made. The process to follow to make a subject access request can be found in our Data Protection policy.

Financial Matters for Employees

To enable Amity Accounts (independent Finance services provider) to process any information in relation to your wages they will need to collect certain information. You have the right to revoke your consent (the right to be forgotten) at any time, however they have a legal obligation to hold and disclose information that is required by HMRC, Local governing bodies, Police and The Courts. Financial information will only be corresponded via registered I Say email accounts. Not data will sent to personal email accounts that are not monitored or protected by the I Say Supported Living Services Server.

Financial Matters for Service Users

To enable Amity Accounts to process any information in relation to your invoices she will need to access and use certain personal information that I Say Supported Living Services hold about you.

I Say Supported Living Services Ltd's full Data Protection policy and associated appendices are available upon request for further information.