

Bethshan Care Home
Heol Treowen, Newtown, Powys, SY16 1JA

Bethshan Care Home

Privacy Policy – External

When Bethshan Care Home processes your personal data, it is required to comply with the Data Protection Act 2018 ('DPA') and the UK GDPR (the DPA and UK GDPR are together referred to as the 'Data Protection Legislation').

Your personal data includes all the information we hold that identifies you or is about you, for example, your name, email address, postal address, date of birth, location data and in some cases, opinions that we document about you, as well as special categories of data, including but not limited to, medical and health records, information about your religious beliefs, ethnic origin and race, sexual orientation and political views. It may also include opinions about you, opinions given by you and information from which we learn something about you.

Everything we do with your personal data counts as processing it including collecting, storing, amending, transferring and deleting it. We comply with the data protection legislation to make sure that your information is properly protected and used appropriately.

This privacy policy provides information about the personal data we process, why we process it and how we process it.

Our responsibilities

Bethshan Care Home is the controller of the personal data you provide. The Home Manager has day to day responsibility for ensuring that we comply with the data protection legislation and for dealing with any requests we receive from individuals exercising their rights under the data protection legislation.

What personal data do we process about you?

We process your personal data in order to provide you with the services you have requested, to fulfil the contract we have entered into with you and/or to receive services or goods from you. We may also process your personal data to respond to any queries or comments you submit to us and to correspond with you on a day-to-day basis.

If we do not receive the personal data from you, we may be unable to fulfil our obligations to you.

More information about the personal data we process is set out below:

Residents/prospective residents next of kin

Personal data that we may process about you (depending on the extent of the information you have provided to us) includes:

- Identity data such as your name, title, address, email address and telephone numbers
- In the case of prospective residents; information about your next of kin including identity data, and medical information required to assist in making a decision about their suitability for a place at Bethshan

We process most of your information on the grounds of providing (or possibly providing) health or social care to your relative/friend, in the performance of a contract we have entered into with you or with a statutory placing authority. This may include sending you invoices. We may also process personal data with consent from you in order to keep you informed about the care of your relative.

Suppliers

Personal data that we may process about you includes:

- Identity data such as your name and title
- Contact data such as your billing address, email address and telephone numbers
- Financial data including your bank account details; and
- Transaction data including details about invoices received from you and payments made to you (where you are an individual)]

We process most of your information on the grounds of our legitimate interests (including a business relationship with you or the company for which you work) and fulfilment of our contract with you (where you are an individual).

Any information we process about the company for which you work rather than you as an individual is not covered by this data privacy policy.

Job applicants

Personal data that we are likely to process about you includes:

- Identity data such as your first name, middle names, last name, marital status, title, date of birth and gender
- Contact data such as your postal address, email address and telephone numbers
- Background data such as your education, career background and work experience
- Personal information such as your skills and qualities
- Any other information that you include on any CV, application or covering letter you send to us. If this information includes special categories of data, we will process that information on the grounds of consent because you have chosen to provide it to us.

We process most of your information on the grounds of our legitimate interests to determine whether or not we have a suitable vacancy for you, or on the grounds of our legal obligations. If we obtain consent from you to the processing of your personal data, you can withdraw your consent at any time. This will not affect the lawfulness of any processing we carried out prior to you withdrawing your consent.

Who will receive your personal data?

We only transfer your personal data to the extent we need to. Recipients of your personal data depend on the relationship between yourself and Bethshan and may include:

- Healthcare professionals both within the organisation and externally,
- Statutory placing authorities
- Previous employers (job applicants)
- Banks – in connection with payment of an invoice

We do not transfer your personal data outside of the EEA.

How long will we keep your personal data?

We will retain your personal data for

Personal information is only retained for the duration of our relationship/contract with you and after this comes to an end, information will be retained in accordance with current relevant legislation or the requirements of our insurers, whichever is the longer. Some items of personal information may be destroyed as soon as they are no longer required, or they become obsolete. Information is stored securely and is not accessible to unauthorised personnel at any time and is destroyed in accordance with *GDPR03 Data Security and Data Retention Policy and Procedure*.

What are your rights?

You benefit from a number of rights in respect of the personal data we hold about you. We have summarised the rights which may be available to you below, depending on the grounds on which we process your data. More information is available from the Information Commissioner's Office website (<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>). These rights apply for the period in which we process your data. There are certain caveats and exemptions to some of your rights which may mean that, in some circumstances, you may not be entitled to exercise them. If we believe that is the case upon receipt, we will let you know.

1. Access to your data

You have the right to ask us to confirm that we process your personal data, as well as access to and copies of your personal data. You can also ask us to provide a range of information about the ways in which we process your data, although most of that information corresponds to the information set out in this privacy policy.

2. Rectification of your data

If you believe personal data that we hold about you is inaccurate or incomplete, you can ask us to rectify that information.

3. Right to be forgotten

In some circumstances, you have the right to ask us to delete personal data we hold about you.

4. Right to restrict processing

In some circumstances, you are entitled to ask us to suppress processing of your personal data. This means we will stop actively processing your personal data but we do not have to delete it.

5. Data portability

You have the right to ask us to provide your personal data in a structured, commonly used and machine-readable format so that you are able to transmit the personal data to another data controller.

6. Right to object

You are entitled to object to us processing your personal data:

- If the processing is based on legitimate interests or performance of a task in the public interest or exercise of official authority
- For direct marketing purposes (including profiling); and/or
- For the purposes of scientific or historical research and statistics

We do not intend to use personal data to send direct marketing and/or for scientific or historical research and statistics.

Automated decision making

Automated decision making means making a decision solely by automated means without any human involvement.

We do not carry out any automated decision making using your personal data.

Your right to complain about our processing

If you think we have processed your personal data unlawfully or that we have not complied with UK GDPR, please get in touch with us so that we can help. We will always acknowledge any complaints that you submit within 30 days and will take the appropriate steps to investigate the complaint without undue delay. We will promptly inform you of the outcome once such investigations have concluded.

You may also report your concerns to the supervisory authority in your jurisdiction. The supervisory authority in the UK is the Information Commissioner's Office ('ICO'). You can call the ICO on 0303 123 1113 or get in touch via other means, as set out on the ICO website: <https://ico.org.uk/concerns/>.

Any questions?

If you have any questions or would like more information about the ways in which we process your data, please contact the Home Manager.