corton house ltd

GDPR PRIVACY notice for residents and tenants

## **Introduction**

This is the Privacy Notice of Corton House Ltd.

As part of the services we offer, we are required to process personal data about our residents and tenants, and in some instances, the friends or relatives of our residents and tenants. “Processing” can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to providing transparent information on why we need your personal data and what we do with it. That information is set out in this privacy notice. It will also explain your rights when it comes to your data.

## **Residents and Tenants**

### What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may record the following types of data about you:

* Your basic details and contact information e.g. your name, address, date of birth and next of kin;
* Your financial details e.g. details of how you pay us for your care, rent/service charge or your funding arrangements.

We also record the following data which is classified as “special category”:

* Health and social care data about you, which might include both your physical and mental health data.
* We may also record data about your race, ethnic origin, sexual orientation or religion.

**Why do we have this data?**

We require this data so that we can provide high-quality care, support and accommodation. By law, we need to have a lawful basis for processing your personal data.

We process your data because

* We are required to do so in discharging our duties to you;
* We are required to do so in order to fulfil an agreement that we have with you;
* We have a legal obligation to do so – generally under the Health and Social Care Act 2012 or Mental Capacity Act 2005 or the various housing regulations.

We process your special category data because

* It is necessary due to social security and social protection law (generally this would be in safeguarding instances);
* It is necessary for us to provide and manage social care services;
* We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

### Where do we process your data?

So that we can provide you with high quality care, support and accommodation we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms.

Third parties are organisations we have a legal reason to share your data with. These include:

* Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;
* The Local Authority;
* Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;
* The police or other law enforcement agencies if we have to by law or court order;
* The Alarm Response Centre.

## **Friends/Relatives**

### What data do we have?

As part of our work providing high-quality care, support and accommodation, it might be necessary that we hold the following information on you:

* Your basic details and contact information e.g. your name, address, telephone numbers.

### **Why do we have this data**?

By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legitimate business interest in holding next of kin and lasting power of attorney information about the individuals who use our service.

***For how long does the Company keep your personal information?***

The Company will only retain your personal information for as long as is necessary to fulfil the purposes for which it was collected and processed, including for the purposes of satisfying any legal, tax, health and safety, reporting or accounting requirements with regard to your residency or tenancy agreements.

The Company will generally hold your personal information for the duration of your residency or tenancy.

Once or your agreement has been terminated, we will generally hold your personal information for three years but this is subject to: (a) any minimum statutory or other legal, tax, health and safety, reporting or accounting requirements for particular data or records, and (b) the retention of some types of personal information for up to seven years to protect against legal risk, e.g. if they could be relevant to a possible legal claim.

Personal information which is no longer to be retained will be securely and effectively destroyed or permanently erased from our IT systems and we will also require third parties to destroy or erase such personal information where applicable.

## **Your rights**

The data that 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

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service;
2. You have the right to ask us to correct any data we have which you believe to be inaccurate. You can also request that we restrict all processing of your data while we consider your rectification request;
3. You have the right to request that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for.
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your data to be erased where we originally asked for your consent to process it. You can withdraw consent at any time – please contact us to do so.
6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in our public interest obligations, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver’s licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible a

***Transferring personal information outside the United Kingdom***

The Organisation will not transfer your personal information to any other country.

***Changes to this privacy notice***

The Organisation reserves the right to update or amend this privacy notice at any time, including where the Organisation intends to further process your personal information for a purpose other than that for which the personal information was collected or where we intend to process new types of personal information. We will issue you with a new privacy notice when we make significant updates or amendments. We may also notify you about the processing of your personal information in other ways.