

Privacy Notice Clients

This privacy notice supports our privacy principles and informs you about how we collect, store, and use your personal information. It will also outline your certain rights in relation to your personal data in accordance with the Data Protection Act 2018.

The Kind of Information We Collect About You, How We Use It and The Lawful Basis

We currently collect and process the following information:

Purpose	Categories of Personal Data	Legal Basis
The provision of a safe and quality driven care service	▪ So that we can provide a safe and professional service, we need to keep certain records about you. We may process the following types of data: ○ Your basic details and contact information e.g. your name, address, email address, telephone number, date of birth, marital status and next of kin, hobbies, dietary preferences. ○ Your financial details e.g. details of how you pay us for	▪ We have a legal obligation to do so – generally under the Health and Social Care Act 2012 or Mental Capacity Act 2005. ▪ 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) or Care Inspectorate (Scotland), 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

	your care 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.	withdraw your consent at any time. ■ In our use of health and care information, we satisfy the common law duty of confidentiality because: ○ You have provided us with your consent (either implicitly to provide you with care, or explicitly for other uses) ○ We have a legal requirement to collect, share and use the data ○ The public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime). ○ There is a recognised legitimate interest such as safeguarding.
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How we Collect Your Personal information

Most of the personal information we process is provided to us directly by you. We also receive personal information indirectly.

Source of Collection of Data	Reason for Collection of Data
■ Yourself ■ Doctor ■ Government/Local Authorities ■ Next of kin ■ Power of Attorney	■ Invoicing ■ Adapting the services to your needs while services are provided ■ Sending our newsletters to you to keep you regularly informed about our services, and events which we believe you may be interested in. You can unsubscribe at any

(POA)	time.
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National Data Opt Out

We review our data processing on an annual basis to assess if the national data opt-out applies. This is recorded in our Record of Processing Activities. All new processing is assessed to see if the national data opt-out applies. If any data processing falls within scope of the National Data Opt-Out we use [MESH](#) to check if any of our service users have opted out of their data being used for this purpose.

At this time, we do not share any data for planning or research purposes for which the national data opt-out would apply. We review all of the confidential patient information we process on an annual basis to see if this is used for research and planning purposes. If it is, then individuals can decide to stop their information being shared for this purpose. You can find out more information at <https://www.nhs.uk/your-nhs-data-matters/>

Where do we process your data?

So that we can provide you with high quality care and support 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, via apps.

Third parties are organisations we might lawfully 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.
- Your family or friends – with your permission.

How we Store and Retain your Personal Information

Your information is securely stored on our applications where we have implemented appropriate technical and organisational measures to protect your personal data against accidental or unlawful alteration or loss, or from unauthorized, use, disclosure, or access.

Your information is securely stored for the time periods specified in the NHSE Records Management Code of Practice, [NHSE Records Management CoP 2023](#) and our Retention Schedule. We will then dispose of the information as recommended by the Records Management Code for example we will:

- Securely dispose of your information by confidentially shredding paper

records or wiping hard drives to legal standards of destruction.

- Archive your information at Restore Information Management (paper records) and Barracuda (electronic archiving) in line with our retention schedule policy.

Purpose	Data Retention Period	Action
Care records for client management	8 complete years from the date of the last shift unless they are under 18 For any under 18, retain until 25th birthday, or 26th if patient was 17 when service ended.	Destroy
Invoicing	6 years after end of care	

Your Friends/Relatives (Next of Kin)

What data do we have?

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

- Your basic details and contact information e.g. your name and address.

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.

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 high quality care and support 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, via apps.

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

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, and other health and care professionals.
- The Local Authority.
- The police or other law enforcement agencies if we have to by law or court order.

Your Data Protection 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:

Your right of access - 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.

Your right to rectification - You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request.

Your right to erasure - You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the NHSE Records Management Code of Practice, [NHSE Records Management CoP 2023](#).

Your right to restriction processing - 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.

Your right to object to processing - If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You may need to provide adequate information for us 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 and at the latest within one month.

Please contact us at Privacy@prestige-nursing.co.uk if you wish to make a request.

Your right to complain - If you are unhappy with the way in which your personal information has been or is being processed, you have the right to make a complaint about it directly to us. All complaints we receive will be taken seriously, with acknowledgement made within 30 days of receipt. We will then aim to provide a formal response without undue delay. If you would like to raise a complaint to us you can contact us at privacy@prestige-nursing.co.uk.

However, if you remain unhappy with how we have responded to your complaint, this can be raised to the Information Commissioner's Office (ICO). They can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF <https://ico.org.uk/global/contact-us/>
Contact Us

If you have questions, comments, and requests regarding this notice you can contact us at Privacy@prestige-nursing.co.uk.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this Privacy Notice from time to time. Updates to this Privacy Notice will be published on our website. To ensure you are aware of when we make changes to this Privacy Notice, we will amend the revision date at the bottom of this page. Changes apply as soon as they are published on our website. We therefore recommend that you visit this page regularly to find out about any updates that may have been made.

Contact Us

If you have questions, comments and requests regarding this notice you can send address them to privacy@prestige-nursing.co.uk.