

Nabida Care Management Service User Privacy Notice

PRIVACY NOTICE FOR SERVICE USERS

This privacy notice details what we do with your personal information when you are referred to us, and supported by our service.

Our Contact Details

Nabida Care Management

Telephone: 01604 624 469 / 01604 627 857

What information we collect and use, and why

Service Referrals and Assessments

We collect the following personal information for **Service Referrals and Assessments**:

- Contact Details (e.g. name, address, telephone number, personal email address).
- Date of Birth.
- NHS Number.
- Gender.
- General health and wellbeing information.
- Health and wellbeing historical information.
- Details of criminal convictions.
- Referral assessment reports.

We also collect the following information for **Service Referrals and Assessments**:

- Racial or ethnic origin.
- Political opinions.
- Religious or philosophical beliefs.
- Health information.
- Sex life information.
- Sexual orientation information.

Our lawful basis for collecting and using personal information for **Service Referrals and Assessments** are:

- Contract.
- Legitimate interest.

Administration and Management of Support

We collect the following personal information for **Administration and Management of Support**:

- Contact Details (e.g. name, address, telephone number, personal email address).
- Date of Birth.
- NHS Number.
- Gender.
- Details of your next of kin or emergency contact.
- Lifestyle Information (e.g. marital status, sexual orientation, ethnicity, religion/culture).
- Meeting reports, notes and outcomes (e.g. Care Plan Approach or Placement Review Meetings).
- Communication support needs.
- Details of those you have provided consent to share your support information with (e.g. where you have agreed, friends or family).
- Details of professionals associated with your care and support (e.g. Responsible Clinician, Care Coordinator, Social Worker or Community Team).
- Any legal conditions you may be subject to.
- CCTV images.

We also collect the following information for **Administration and Management of Support**:

- Racial or ethnic origin.
- Religious or philosophical beliefs.
- Health information.
- Sexual orientation information.

Our lawful basis for collecting and using personal information for **Administration and Management of Support** are:

- Contract.

Support Delivery and Person-Centred Support

We collect the following personal information for **Support Delivery and Person-Centred Support**:

- General health and wellbeing information.
- Engagement with staff (e.g. details of face-to-face, telephone conversations).
- When you enter and leave the building.
- Communications with associated health and support professionals.
- Likes, preferences, and values.
- Support needs and goals.
- Details gathered with tools used to create person-centred support (e.g. personal history, personal relationships, thoughts and beliefs, medical and health, professional, finances).

We also collect the following information for **Support Delivery and Person-Centred Support**:

- Racial or ethnic origin.
- Political opinions.
- Religious or philosophical beliefs.
- Health information.
- Sex life information.
- Sexual orientation information.

Our lawful basis for collecting and using personal information for **Support Delivery and Person-Centred Support** are:

- Contract.

Risk Management

We collect the following personal information for **Risk Management**:

- Assessments of current risk.
- Details of historic risk.
- Prescribed medications and medication risks.
- Assessments of your capacity.
- Untoward incidents and/or welfare concerns.
- Safeguarding reports or investigations.
- Details of criminal convictions.

We also collect the following information for **Risk Management**:

- Racial or ethnic origin.
- Political opinions.
- Religious or philosophical beliefs.
- Health information.
- Sex life information.
- Sexual orientation information.

Our lawful basis for collecting and using personal information for **Risk Management** are:

- Contract.
- Legal obligation.

Administration and Management of Licence Agreements

We collect the following personal information for **Administration and Management of Licence Agreements**:

- Contact Details (e.g. name, address, telephone number, personal email address).
- Licence agreement.
- Tenancy Inspection Reports.
- Bank account details.

Our lawful basis for collecting and using personal information for **Administration and Management of Licence Agreements** are:

- Contract

Where we get personal information from

We collect your information from the following places:

- From the service user directly.
- Professionals associated with your care and support.
- Friends and family.
- Commissioning bodies.
- CCTV images (from our internal CCTV systems).

How long we keep information

If you are referred to our service, your information is kept for the duration of the referral process. If a placement is not offered, your information will be kept for 3 months following this decision. After this, we will keep a summary record which will include: name, referral dates and reason for the outcome.

If you accept a placement in our service we will collect and process your information for the duration you are actively supported by us. When leaving our service, your information will be transferred to a limited access archive where it will be kept for 8 years in accordance with national guidelines for health and social care records.

At the end of the 8-year retention period, your service user record will be reviewed and, unless otherwise identified, destroyed.

From this point forward, your information will be kept as a summary record which will include name and service dates only.

Who we share information with

In some circumstances, we may share information with the following organisations:

- Commissioners of your support.
- Professionals associated with your care and support.
- Safeguarding organisations.

Data processors

We use data processors for the following reasons:

- To provide and maintain our IT infrastructure and services.
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Your data protection rights

Under data protection law, your rights include:

- Your right of access - You have the right to ask us for copies of your personal data.
- Your right to rectification - You have the right to ask us to correct personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.
- You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, or Subject Access Request (SAR) please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>