

This notice explains what personal data (information) we hold about an individual receiving a service from us, how we collect it, and how we use and may share that information whilst they are in receipt of that service and after it ends. We are required to notify those individuals receiving a service of this information under data protection legislation. We ensure that an individual reads this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about that individual.

## Who Collects the Information

Catholic Care is a 'data controller' and gathers and uses certain information about the individuals receiving a service from us. This is usually collected by the team of staff that support each individual. We may also need to speak to family members / carers and anyone else that is or has been involved in previous care. We will ask individual's permission before we do this.

## Data Protection Principles

We will comply with the data protection principles when gathering and using personal information, as set out in our Data Protection Policy.

## About the Information we collect and hold

The table set out in **Error! Reference source not found.** summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

We may also need to share some of the categories of personal information set out in **Error! Reference source not found.** with other parties, such as representatives of the local authorities, and any health care professionals involved in your care. Usually, information will be anonymised but this may not always be possible. The recipient of the information will be bound by confidentiality obligations. We may also be required to share some personal information with our regulators or as required to comply with the law.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

We may also collect your data in the form of photos & videos. Photos and videos may be used as a part of our social media, web & publicity.

## Where Information May be Held

The individual receiving a service may choose to keep their information in paper format stored in their own home under their control. A copy of this information is also stored electronically which is password protected.

## **How long we keep your Information**

We keep information during and after the period of time an individual receives a service for no longer than is necessary for the purposes for which the personal information is processed. Further details on this are available in our Record Retention Schedule (Outreach) which forms part of our Record Retention Policy (Outreach).

## **Your rights to correct and access your Information and to ask for it to be erased**

An individual can access files, records and any sensitive information through their outreach workers. An individual has the right to access their information at all times. The permission of their outreach worker would be required if they wanted something to be removed from their file.

## **Keeping your personal Information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to the personal information to those who have a genuine business need to know it. Those processing the information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach where we are legally required to do so. We will notify an individual and any applicable regulator of a suspected data security breach where we are legally required to do so.

## **How to Complain**

We hope that we can resolve any query or concern an individual may raise about our use of ~~you're~~ their information by contacting [dataprotection@catholic-care.org.uk](mailto:dataprotection@catholic-care.org.uk). If not, please refer to the Organisation's Complaint Procedure. Failing this, a complaint can be made to the Care Quality Commission. If they are still not satisfied, they can contact the information commissioner at [ico.org.uk/concerns](http://ico.org.uk/concerns) or telephone 0303 123 1113 for further information about rights and how to make a formal complaint.

**THE SCHEDULE - ABOUT THE INFORMATION WE COLLECT AND HOLD**

<b>The information we collect</b>	<b>How we collect the information</b>	<b>Why we collect the information</b>	<b>How we use and may share the information</b>
Name, address, date of birth	Externally via the Local Authority social care assessor	<p>To form the basis of an initial assessment of care and support and agree on future needs.</p> <p>To comply with contractual and legal obligations</p>	<p>To form the basis of an initial assessment of care and support needs.</p> <p>Elements of information may be shared with professionals and other stakeholders including health, CQC</p> <p>The information is provided on a 'need to know basis'.</p>
Names of parents/carers and any stakeholders	Externally via the Local Authority social care assessor	<p>To form the basis of an initial assessment of care and support and agree on future needs.</p>	<p>To form the basis of an initial assessment of care and support needs.</p> <p>Elements of information may be shared with professionals and other stakeholders including health, CQC</p> <p>The information is provided on a 'need to know basis'.</p>
Brief history. This may include details of family members and will include the names of health and therapeutic professionals.	Externally via the Local Authority social care assessor	<p>To form the basis of an initial assessment of care and support and agree on</p>	<p>To form the basis of an initial assessment of care and support needs.</p>

		future needs.	<p>Elements of information may be shared with professionals and other stakeholders including health, CQC</p> <p>The information is provided on a 'need to know basis'.</p>
Daily running reports could also contain initials of other service users living in the home.	Through the staff team	<p>To form the basis of an initial assessment of care and support and agree on future needs.</p> <p>To comply with contractual and legal obligations</p>	<p>To form the basis of an initial assessment of care and support needs.</p> <p>Elements of information may be shared with professionals and other stakeholders including health, CQC</p> <p>The information is provided on a 'need to know basis'.</p>
Comprehensive Risk assessments	<p>Externally via the Local Authority social care assessor</p> <p>Updated annually, or as and when the need arises, by the staff team</p>	<p>To form the basis of an initial assessment of care and support and agree on future needs.</p> <p>To comply with contractual and legal obligations</p>	<p>To form the basis of an initial assessment of care and support needs.</p> <p>Elements of information may be shared with professionals and other stakeholders including health, CQC</p> <p>The information is provided on a 'need to know basis'.</p>

<p>Health Action Plans</p>	<p>Externally via the Local Authority social care assessor</p> <p>Updated annually, or as and when the need arises, by the GP and the staff team</p>	<p>To form the basis of an initial assessment of care and support and agree on future needs.</p> <p>To comply with contractual and legal obligations</p>	<p>To form the basis of an initial assessment of care and support needs.</p> <p>Elements of information may be shared with professionals and other stakeholders including health, CQC</p> <p>The information is provided on a 'need to know basis'.</p>
<p>MAR Sheets Prescriptions</p>	<p>Externally via the named Pharmacy for each person.</p>	<p>To ensure the correct medication is in place for each person and a record is in place for administration.</p>	<p>To form the basis of an initial assessment of care and support needs.</p> <p>Elements of information may be shared with professionals and other stakeholders including health, CQC</p> <p>The information is provided on a 'need to know basis'.</p>
<p>Health Needs Assessments inc</p> <ul style="list-style-type: none"> <li>- Occupational Health</li> <li>- Dementia</li> <li>- MCA</li> </ul>	<p>Externally via the Local Authority social care assessor</p> <p>Updated annually, or as and when the need arises, by the designated Health professional.</p>	<p>To form the basis of an initial assessment of care and support and agree on future needs.</p>	<p>To form the basis of an initial assessment of care and support needs.</p> <p>Elements of information may be shared with professionals and other stakeholders including</p>

			health, CQC The information is provided on a 'need to know basis'.
VIP Passport	Externally via the Local Authority, Family members  Updated annually or as and when the need arises by the staff team.	To form the basis of an initial assessment of care and support needs and agree on future needs.	Information may be shared with health professionals on admission to hospital and CQC
Court deputy/ Power of Attorney information	Externally via Court of Protection, Family		Information may be shared with health professionals on admission to hospital and CQC
Deprivation of Liberty Safeguarding request	Externally via the local Authority social care assessor,  Internally from current records	To ensure ongoing care and support needs are met and agree on future needs	Information may be shared with health professionals on admission to hospital and CQC
Photos & videos taken at one of our events.	Employees working for the Organisation or someone employed specifically for an event.	Photos and videos may be used as a part of our social media, web & marketing campaigns.	Information may be shared on the Organisations website or through social media