

Blackwood Homes and Care
Fair Processing Notice – Care Customers
(How we use your personal information)

This information sheet explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Blackwood Homes and Care (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the [Data Protection Act of 1998] and the General Data Protection Regulation (EU) 2016/679, together with any domestic data protection laws which may come into force. We collect and use personal data for a variety of reasons.

Blackwood is registered as a Data Controller with the Office of the Information Commissioner (registration number Z5644613). This means that we are responsible for ensuring that any personal data that you provide to us is protected.

Our Data Protection Officer is Head of Business Services, who can be contacted at 0131 317 7227. Any questions relating to this information sheet and our privacy practices should be sent to the Head of Business Services at info@blackwoodgroup.org.uk.

How we collect information from you and what information we collect

We collect information about you:

- when you enquire about care services with us or when you are referred to us by the Local Authority or health professionals;
- when you apply to become a member of Blackwood;
- from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information);
- when you otherwise provide us with your personal details.

We collect the following information about you:

- Name;
- Address;
- Date of Birth;
- Telephone number;
- E-mail address;

- Next of Kin;
- Financial details e.g. details of how you pay us for your care or your funding arrangements.
- Medical information and care assessments from other parts of the health and care system, including the Local Authority.

Why we need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to provide high-quality care and support;
- to analyse the information we collect so that we can administer, support and improve the care services we offer;
- to contact you to send you details of any changes to our suppliers that may affect you;
- to contact you for your views on our products and services.

We also collect the following data which is classified as "special category":

- Health and social care data, which might include both your physical and mental health data;
- Data about your race, ethnic origin, sexual orientation or religion.

We process your special category data because:

- It is necessary for us to provide and manage social care services;
- We are required to provide data to our regulator, the Care Inspectorate, as part of our public interest obligations;
- For all other purposes consistent with the proper performance of our operations and business;

Sharing of Your Information

The information you provide to us will be treated by us as confidential and will be processed only by our employees. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we are required to recover monies owed to us, your information will be disclosed to the appropriate debt collection agency and others involved in the recovery process;
- If we are investigating payments made or otherwise, your information may be disclosed to payment processors, Local Authority and the Department of Work & Pensions;

- If we enter into a joint venture with or merged with another business entity, your information may be disclosed to our new business partners or owners.

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 Care Inspectorate;
- The police or other law enforcement agencies if required by law or court order.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Transfers outside the UK and Europe

Your information will only be stored within the UK and Europe. This includes personal information held on cloud servers. Where information is transferred outside the UK or Europe we will ensure that there are adequate safeguards in place to protect your information in accordance with this notice.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. This is through controlled access, password protection and ensuring personal data is minimised. For further information, please see our privacy policy located on our website.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

We will generally keep your information for the following minimum periods:

Data Type	Retention Period & Reference
Current Care Customer Files	While active
Former Care Customer Files	6 years from date of leaving, after which this will be reviewed and some details kept for 50 years if required for insurance purposes

Medication Administration Records	2 years (IGA Guidance 2016)
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After these periods your information will be destroyed, if it is no longer required for the reasons it was obtained.

Our full retention schedule is available in our Data Protection Policy, available on the Blackwood website (<http://blackwoodgroup.org.uk/blackwood-policies>). If you would like to receive a copy, please contact info@blackwoodgroup.org.uk.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of your we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of these rights, please contact us at info@blackwoodgroup.org.uk.

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.