



Liskeard Eventide Home Ltd

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General Data Protection Regulation (GDPR) Privacy Notice

Introduction

The EU's General Data Protection Regulation (GDPR) came into force on 25th May 2018 which consolidates and strengthens the data protection safeguards as developed under the Data Protection Act 1998 (DPA).

General information about GDPR is available on the Information Commissioner's website. (<https://ico.org.uk/>)

1. Business details

This is the Privacy Notice of Liskeard Eventide Home.

Our registered practice is: - 14 Castle Street, Liskeard Cornwall PL14 3AU

Liskeard Eventide Home operates a number of services for patients including health promotion, disease prevention, health maintenance, patient education, diagnosis and treatment of acute and chronic illnesses in a variety of healthcare settings (including office, inpatient, critical care, long-term care, home care, day care, respite etc).

Note: This last item will indicate the complexity of Liskeard Eventide Home and of the personal information it might be collecting and processing.

2. Aims of this notice

Liskeard Eventide Home is required by law to tell you about your rights and our obligations regarding our collecting and processing any of your personal information, which you might provide to us. We have a range of policies and procedures to ensure that any personal information you supply is only stored and used with your active consent (or with one of the other legal grounds for processing set out in the GDPR and which include legal obligations and the necessity of fulfilling an employment contract). It will always be held securely and treated confidentially in line with the requirements of the GDPR. We have listed the relevant documents in a later section (6) and can make any available.

3. What personal information we collect about: (a) residents (b) employees and (c) third parties

(a) *Residents*. As a primary care provider, we must collect some personal information on our residents, including personal health information, which is essential to our being able to provide effective care and support. The information is contained in individual files (manual and electronic) and other record systems, all of which are subject to strict security and authorised access policies. Personal information that becomes inactive for any reason is kept securely only for as long as it is needed, before being safely disposed of.

(b) *Employees and volunteers.* The service operates a safe recruitment policy to comply with the regulations in which all personal information obtained, including CVs and references, is, as with residents' information, securely kept, retained and disposed of in line with the GDPR. All employees are aware of their right to access any information about them.

(c) *Third parties.* All personal information obtained about others associated with the delivery of the primary care service, including contractors and suppliers will be protected in the same way as information on residents and employees.

4. How we collect information

The bulk of residents', employees' and third parties' personal information is collected directly from them or through form filling, mainly manually, but also electronically for some purposes, eg when contacting Liskeard Eventide Home through its website.

With residents, we might continue to build on the information provided through consultations and in the process of agreeing treatment.

With employees, personal information is obtained directly and with consent through such means as references, testimonials and criminal records (DBS) checks. When recruiting staff, we seek applicants' explicit consent to obtain all the information needed for us to decide to employ them.

All personal information obtained to meet our regulatory requirements will always be treated in line with our explicit consent, data protection and confidentiality policies.

Our website and databases are regularly checked by experts to ensure they meet all privacy standards, are protected through strong passwords and encryption and comply with our general data protection security and protection policies.

5. What we do with personal information

All personal information obtained on residents, employees and third parties are consistent with our purpose of providing a primary care service which meets all regulatory standards and requirements. It will not be disclosed or shared for any other purpose.

6. How we keep your information safe

As already stated, the primary care service has a range of policies that enable us to comply with all data protection requirements, including:-

- Data Protection Policy
- Record Keeping Policy
- Caldicott Principles
- The Use of Surveillance
- Security Protocol
- Residents Access to Records Policy
- Record Keeping Policy
- Quality Assurance
- Information Governance
- Access to Employee Data Policy
- Computer Security Policy
- Computer Systems and Internet
- Confidentiality of Residents information
- Internet Use – Residents Policy

- Internet Use – Staff Policy
- IT Disposal Policy
- Social Media Policy
- DBS Handling & checks policy
- Staff Recruitment & Selection
- Referring Employees to the DBS Barred Lists Policy

7. With whom we might share information

We only share the personal information of residents, employees and others with their consent on a “need to know” basis, observing strict protocols in doing so. Most information sharing of residents’ information is with other professionals and agencies involved with their care and treatment. Likewise, we would not disclose information about our employees without their clear agreement, eg when providing a reference.

The only exceptions to this general rule would be where we are required by law to provide information, eg to help with a criminal investigation. Under the terms of the GDPR, this is “complying with legal obligations”, an alternative to consent.

Where we provide information for statistical purposes, the information is aggregated and provided anonymously so that there is no privacy risk involved in its use.

8. How personal information held by Liskeard Eventide Home can be accessed

There are procedures in place to enable any staff member, employee or third party whose personal information we possess and might process in some ways to have access to that information on request. The right to access includes both the information and any uses which we might have made of the information. Liskeard Eventide Home will only charge for providing such information in the event that requests are held to be “manifestly unfounded or excessive” (particularly if they are repetitive). Even then this fee will cover only the amount of administrative work involved.

9. How long we keep information

There are strict protocols in place that determine how long Liskeard Eventide Home will keep the information, which are in line with the relevant legislation and regulations.

10. How we keep our privacy policies up to date

The staff appointed to control and process personal information within Liskeard Eventide Home are delegated to assess all privacy risks continuously and to carry out comprehensive reviews of our data protection policies, procedures and protocols at least annually.

The main point of contact with regard to data protection is: -
Carole Cunliffe (Registered Manager)