

Privacy Notice



This is Dolphin Homes Privacy Notice.



So that we can support you we have to have information about you and process your information.

Processing information means:

- Collecting
- Recording
- Organising
- Storing
- Sharing
- Destroying



This notice explains what we do with your information and what your rights are.



If you are worried you can talk to us:

Tel: 02392 475219

Email: enquiries@dolphinhomes.co.uk

Data Protection Office (DPO) – Nick Heather
Senior Information Risk Owner – Darren Moody
Caldicott Guardian – Anneke Lane-Campbell

The information we have

We need to keep certain information about you. This includes:



Basic details such as:

- Name
- Address
- Date of Birth
- Next of Kin
- Financial details

We also have information about you that is called “special category”:



- Health and social care information about your physical and mental health.
- Information about your race, ethnic origin, sexual orientation or religion.

Why do we have this information?



So we can provide high quality support to you.



We need to have the information because the law tells us to.

Health and Social Care Act 2012

Mental Capacity Act 2005

We process your “special category” information:

- We need to for social security, social protection laws and safeguarding.
- We need it to manage social care services.
- The Care Quality Commission require us to as part of our public interest obligations.



We may process your information with your consent. If we need to ask for your permission we will:



- Give you a choice to say YES or NO.
- Tell you why we need to process the information.
- Who will see your information

Common Law Duty of Confidentiality

We make sure we follow the common law duty of confidentiality because:



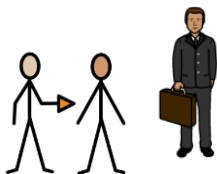
- You have provided consent.
- We have a legal requirement to collect, share and use the information.
- It is in the public interest to collect, share and use the information. For example if we need to provide information in the detection of crime.



Where do we process your information?

Information is collected or shared with:

- You
- Your legal representative
- Third parties
- Dolphin Homes staff who need to see it



We do this:

- Face to face
- Phone
- Email
- Post
- Software applications



Third parties are:

- NHS including the doctor, mental health teams, ICB, health professionals supporting you.
- The Local Authority
- Your family or friends (with your permission)
- Organisations we legally need to like the police or



National Data Opt-Out



Every year we check information about you to see if the National Data Opt-Out applies.

We also check any new information to see if the national data opt-out applies.

At the moment we do not share any information for planning or research so the national data opt-out does not apply.

How do we store your personal information?



Your information is held securely in:

- Care planning software
- Paper (locked away)



We keep your information while you are supported by us. When you leave we keep your information for a minimum of 8 years.

This is in line with the NHS Records Management Code of Practice.

When this time comes to an end we review the information we keep about you. We will then:



Securely dispose of the information.

Keep your information in a secure place if it is still needed for things like:

- Subject Access Request



- Legal proceedings
- Coroners inquest
- Public inquiry



We may keep information that we anonymise so no one will know it is about you. This will be saved in a secure place of deposit.

Your rights

The information we keep about you is YOUR information. We will keep it confidential and make sure it is used properly.



You can request a copy of your information.



You can ask us to correct information you think is wrong.



You can ask us to erase information that is not necessary or not being used for the purpose it was originally collected.



You can ask us to restrict how we use your information if it is no longer used for the purpose it was originally collected.



You can change your mind about consenting to sharing data at any time.



You can object to us processing your information as part of our legitimate interests as a care provider.

If you are not happy



You have the right to complain about how we handle your personal data.



Or you can tell:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
<https://ico.org.uk/make-a-complaint/>