Lincolnshire House Association

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Privacy Notice

Lincolnshire House Association is committed to protecting the privacy, confidentiality and security of the personal information we hold. We recognise that residents, families, employees and visitors place their trust in us and we are committed to handling personal information lawfully, fairly and transparently.

This Privacy Notice explains how we collect, use, share, store and protect personal information in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Act 2014
- Access to Health Records Act 1990
- Mental Capacity Act 2005 (where applicable)
- Common Law Duty of Confidentiality
- Health and Social Care (National Data Guardian) Act 2018

Who We Are

Lincolnshire House Association is the Data Controller for the personal information we process.

Address

Lincolnshire House Association
Brumby Wood Lane
Scunthorpe
North Lincolnshire
DN17 1AF

Telephone: *01724 844168*
Email: admin@lincshouse.com
Data Protection Lead: *Wendy Collins*

What Information We Collect

Depending on your relationship with us, we may collect and process personal information including:

Service Users

- Name, address and contact details
- Date of birth
- NHS Number
- Emergency contacts
- Next of kin information
- Health and medical records
- Care plans
- Medication records
- Risk assessments
- Mental Capacity assessments
- Safeguarding information
- Financial information
- Lifestyle preferences
- Religious or cultural requirements
- Dietary requirements
- Incident and accident records

Family Members and Representatives

- Contact details
- Relationship to the resident
- Correspondence
- Lasting Power of Attorney or Deputyship information
- Consent and communication preferences

Employees, Volunteers and Applicants

- Recruitment records
- Employment records
- DBS information
- Right to Work documentation
- Payroll information
- Pension information
- Training records
- Occupational Health information
- Performance and disciplinary records

Visitors and Contractors

- Visitor signing-in records
- Vehicle details
- Accident reports

Why We Process Personal Information

We use personal information to:

- Deliver safe, effective and person-centred care
- Protect residents from harm

- Support health and wellbeing
- Meet legal and regulatory obligations
- Safeguard adults at risk
- Communicate with residents, families and professionals
- Recruit, manage and support employees
- Investigate incidents and complaints
- Improve the quality and safety of our services
- Maintain the security of our premises
- Manage finances and contracts

Our Lawful Basis for Processing

We only process personal information where we have a lawful basis to do so under Article 6 UK GDPR.

These include:

- Contract
- Legal Obligation
- Vital Interests
- Legitimate Interests
- Public Task (where applicable)

Where we process health or other special category information, we rely on the relevant conditions under Article 9 UK GDPR, including:

- Provision of health or social care
- Health and social care management
- Safeguarding
- Employment obligations
- Public health
- Explicit consent where required

Consent is sought where the law requires it. However, much of the information we process in health and social care is processed under other lawful bases rather than consent.

Confidentiality and the Caldicott Principles

Everyone working for Lincolnshire House Association has a duty of confidentiality.

We manage confidential health and care information in accordance with the Caldicott Principles, ensuring information is only shared where it is lawful, necessary, proportionate and in the best interests of those receiving care.

Where an individual lacks capacity to make a specific decision, we process information in accordance with the Mental Capacity Act 2005, acting in the person's best interests where appropriate.

Use of GP Connect

We use a secure NHS service called GP Connect to support the delivery of safe, effective and person-centred direct care. GP Connect enables authorised health and social care professionals who are directly involved in your care to access relevant information held within your GP record when it is needed to support clinical decision-making. This helps ensure that important information, such as current medications, allergies, diagnoses and other relevant health information, is available to the professionals providing your care, improving both the quality and continuity of care.

GP Connect is used solely for the purpose of providing direct care and is not used for any other purpose. Access is restricted to authorised staff with an appropriate care relationship and is protected by role-based access controls, multi-factor authentication and comprehensive audit logging.

Depending on your care needs, authorised professionals such as General Practitioners (GPs), NHS 111 clinicians, care home nurses and other authorised NHS and social care clinicians involved in your care may access relevant information through GP Connect. NHS 111 and other locally authorised NHS services, such as GP practices within a Primary Care Network where applicable, may also use GP Connect to book appointments into GP practices or other appropriate NHS services to support your care.

If you have any questions about how GP Connect is used or wish to discuss your information sharing preferences, please speak to a member of staff.

Legal basis for sharing this data

In order for your Personal Data to be shared or processed, an appropriate "legal basis" needs to be in place and recorded. The legal basis for direct care via GP Connect is the same as the legal basis for the care you would receive from your own GP, or another healthcare provider:

- for the processing of personal data: Article 6.1 (e) of the UK GDPR: "processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller".
- for the processing of "Special Category Data" (which includes your medical information): Article 9.2 (h) of the UK GDPR: "processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services".

Your rights

Because the legal basis used for your care using GP Connect are the same as used in other direct care situations, the legal rights you have over this data under UK GDPR will also be the same - these are listed elsewhere in our privacy notice.

Who We Share Information With

Where necessary and lawful, we may share information with:

- General Practitioners (GPs)
- NHS organisations
- Hospitals
- Ambulance Services
- Community healthcare professionals
- Pharmacies
- Local Authorities
- Integrated Care Boards (ICBs)
- Care Quality Commission (CQC)
- Safeguarding Adults Teams
- Police
- Coroner
- Commissioners
- Payroll providers
- Pension providers
- External auditors
- IT service providers
- Insurance providers
- Professional advisers

We only share the minimum amount of information necessary and only where there is a lawful basis to do so.

Data Protection Impact Assessments

Where we introduce new technologies, systems or ways of processing personal information that may present a high risk to individuals, we undertake Data Protection Impact Assessments (DPIAs) to identify and minimise privacy risks before implementation.

How We Protect Your Information

We are committed to keeping personal information secure through appropriate technical and organisational measures including:

- Secure electronic record systems
- Password-protected devices
- Encryption where appropriate
- Role-based access controls
- Confidential waste disposal
- Staff confidentiality agreements
- Mandatory data protection training
- Cyber security controls
- Regular monitoring and review of information security arrangements

How Long We Keep Information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected and to meet our legal and regulatory obligations.

Records are managed in accordance with:

- NHS Records Management Code of Practice
- UK GDPR
- Data Protection Act 2018
- Access to Health Records Act 1990
- Our Records Management and Retention Policies

When information is no longer required, it is securely archived or confidentially destroyed.

Your Rights

Under UK GDPR you have the right to:

- Be informed about how your information is used
- Request access to your personal information
- Request correction of inaccurate information
- Request erasure where applicable
- Request restriction of processing
- Object to processing where appropriate
- Request data portability where applicable
- Challenge automated decision-making where relevant
- Withdraw consent where consent is the lawful basis for processing

These rights may be limited where legal exemptions apply.

Subject Access Requests

You have the right to request a copy of the personal information we hold about you.

Requests should be made in writing to our Data Protection Lead.

We will normally respond within one calendar month.

International Transfers

We do not routinely transfer personal information outside the United Kingdom.

Where this becomes necessary, we will ensure appropriate safeguards are in place to protect your information in accordance with UK GDPR.

Complaints

If you have any concerns about how your personal information has been handled, please contact our Data Protection Lead in the first instance so we can investigate your concerns.

You also have the right to complain to:

Information Commissioner's Office (ICO)
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: **0303 123 1113**

Website: **www.ico.org.uk**

Changes to this Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in legislation, guidance or the way we process personal information. The latest version will always be available from Lincolnshire House Association.