

Cheshire Centre for Independent Living Arrangement of Care and Support Privacy Notice

Who We Are

Cheshire Centre for Independent Living (*'we' or 'us' or 'our'*) gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Cheshire Centre for Independent Living's registered office is at **Sension House, Denton Drive, Northwich, Cheshire, CW97LU** and we are a company registered in England and Wales under company number **4050994**. We are registered on the Information Commissioner's Office Register registration number, and act as the **data controller/data processor**. Our designated Data Protection Officer for the organisation is Jon Findlay, who can be contacted at [**DPO@cheshirecil.org**](mailto:DPO@cheshirecil.org) or in writing to **Data Protection Officer, Sension House, Denton Drive, Northwich, Cheshire, CW97LU**

Information That We Collect

Cheshire Centre for Independent Living processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we may collect from is: -

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- National Insurance Number
- Passport Number
- Driver's License Number
- Special Category Data

- Health/Medical information
- Religion
- Your opinions and wishes
- Ethnicity
- Bank details
- Deprivation of Liberty expiry date
- Broadcare ID
- HMRC Status
- Next of Kin contact details and relationship to you
- Right to work details
- Tax Code

We collect information in the below ways: -

- ***Electronic referral forms***
- ***Paper referral forms***
- ***Telephone referrals***

How We Use Your Personal Data (Legal Basis for Processing)

Cheshire Centre for Independent Living takes your privacy very seriously and will never disclose or share your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with information on other services we deliver, you are free to withdraw this consent at any time. ***The purposes and reasons for processing your personal data are detailed below: -***

Arrangement of Care and Support

- We collect your personal data in the performance of a contract or to provide a service and to ensure that you are able access the support and advice we provide to direct your own care.
- The information is used to support your direct care. The information held in the system includes:
 - name, address, date of birth, NHS number, Next of Kin and phone number
 - medications
 - clinical or social care history
 - health plans
 - social care summary of needs
 - correspondence we have sent you and ones you have sent us

- The information is needed to:
 - understand your previous health and care support
 - evaluate your current health and care needs
 - plan the best care and support to meet your present needs
 - provide practical information to coordinate your care
- When you use the Arrangement of Care and Support Service, we collect your personal information in order for us to deliver a range of services to you to facilitate you directing your own care.
- You can withdraw from these services at any time by notifying us.
- When you access these services, your personal information will be shared with your health and social care provider.
- Section 251b of the Care Act 2015 states that the providers of health and social care services have a duty to share information when it is likely to facilitate the provision of an individual's health and care service in England.
- When we collect your information to support you, we are doing so in our capacity as a provider commissioned to undertake delivery of a public task, by the Local Authority and/or Clinical Commissioning Groups.
- When we share your information between the Clinical Commissioning Group where you live and Cheshire West and Chester Council, we will only do this for the provision of the Arrangement of Care and support, when doing so we rely on the following legislation:
 - Care Act 2014
 - Health and Social Care Act 2012
 - Health and Social Care Quality and Safety Act 2015 Section 251b
 - Protecting your vital interests under Article 6 of General Data Protection Regulation.
- You do not have to provide information. However, if you choose not to accept a joint health and social care service then we may not be able to provide what we feel to be the best service for you.

You can withdraw from the service at any time. You can inform us by email at cs triage@cheshirecil.org, in writing to Arrangement of Care and Support Services, Senson House, Denton Drive, Northwich, Cheshire, CW97LU or calling the Arrangement of Care and Support triage service on 03333660107

How long will you keep this data for and why?

Data will be stored on our Case Management System for 7 years. If your case is closed, we will retain the information until the 7year limit is reached when it will be destroyed. This it to enable any financial requirements governed by law to be complied with.

How will my information be stored?

Data will be stored on the secure Cheshire Centre for Independent Living IT system (Caseworker Connect Online) and physical forms will be stored in secure filing cabinets. If archived physical forms will be stored in a Secure Archive provided by an accredited data storage company

Your Rights

You have the right to access any personal information that **Cheshire Centre for Independent Living** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us; and to exercise your data portability rights.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

The data will only be shared between Cheshire West and Chester Council, South Cheshire CCG, East Cheshire CCG, West Cheshire CCG, Vale Royal CCG, Warrington CCG, and Wirral CCG for the duration of your support from the service. As soon as your direct support ends, no further personal information will be shared between the teams.

Cheshire Centre for Independent Living uses **third-parties** to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Age UK Cheshire

Arrangement of Care and Support for clients over the age of 65 in Cheshire West and Chester for social care referrals

For more information about Age UK Cheshire, please read their Privacy Notice at <https://www.ageuk.org.uk/cheshire/privacy-policy/>

Blue Door Software

Software support of the client database

We use Blue Door Software to support our client database. They have access to all data in the capacity of a processor on our behalf.

For more information about Blue Door Software, please read their Privacy Notice at <https://bluedoorsoftware.co.uk/privacy-notice/>

Efixer

Our outsourced IT support has access to all electronic information to enable the company to deliver effective services. For more information please read their Privacy Notice at <http://efixer.com/privacy.pdf>

Data Space

All physical forms and files archived are stored with Data Space and conform to ISO/IEC 27001:2013 For more information about Data Space, please read their Privacy Notice at <https://www.data-space.co.uk/privacy-policy/>

Safeguarding Measures

Cheshire Centre for Independent Living takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, **including:** -

- **SSL, TLS, encryptions,**
- **restricted access**
- **IT authentication**
- **firewalls**
- **anti-virus/malware etc**

Transfers Outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. **Cheshire Centre for Independent Living** does not transfer or store any personal data outside the EU.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Special Categories Data

Owing to the services that we offer; **Cheshire Centre for Independent Living** sometimes needs to process sensitive personal information (*known as special category data*) about you to:

- understand your previous health and care support
- evaluate your current health and care needs
- plan the best care and support to meet your present needs
- provide practical information to coordinate your care

Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

Lodging A Complaint

Cheshire Centre for Independent Living only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data in the first instance please contact:

Cheshire Centre for Independent Living
Jon Findlay
Sension House,
Denton Drive
Northwich
Cheshire
CW97LU
01606 331 853 DPO@cheshirecil.org

If you are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)
Email: enquiries@ico.org.uk

Signature: _____ **Print Name:** _____

Time: _____ **Date:** _____

I confirm that I have been provided with a copy of Privacy Notice & Terms & Conditions (please tick)