



Privacy Notice for Service Users, Parents and Carers

Our Contact Details

Name: Jade Nolan – Data Protection Officer

Address: Parchment Trust, Ore Place Farm, The Ridge, Hastings, TN34 2RA

Phone Number: 01424 755800

E-mail: dpo@parchment-trust.org.uk

What type of information we collect

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example: - name, address, date of birth and contact details)
- Key person information and contact details (including parents, carers, emergency contact, social workers, doctor and pharmacist)
- Details of support received, including preferences, behaviour, support needs and care packages
- Details of external assessments such as social care assessments or health protocols
- Life history such as past education, individual circumstances, social networks and key events
- Photographs and videos

We may also collect and process the following **'special category'** information:

- Details of medical conditions, including physical and mental health
- Other health information such as allergies, dietary needs and general health and fitness
- Medication information
- Safeguarding information
- Details of gender, race & ethnicity

- Religion and beliefs
- Sexual orientation and/or history

On rare occasions, and with your consent, we may also process other information not listed above.

How we get the information and why we have it

Much of the personal information we process is provided to us directly by you or your carers for one of the following reasons:

- To fulfil or establish a service agreement
- To enable us to provide suitable care and support

We also receive personal information indirectly, from the following sources in the following scenarios:

- From social workers and other health bodies, to enable us to establish and fulfil a suitable service agreement and protect the vital interests of service users
- From health professionals such as doctors, nurses and specialists, to safeguard the health needs and vital interests of service users

We only collect and use service users' personal data when the law allows us to. Most commonly, we process it in order to:

- Fulfil a service contract
- Provide appropriate care and support
- Protect service user health and welfare
- Monitor and report on service user progress
- Assess the quality of our services
- Comply with the law regarding data sharing

Less commonly, we may also process service users' personal data in situations where:

- We need it to perform an official task in the public interest, or to protect public health
- We have obtained consent to use it in a certain way
- We need to protect the individual's vital interests (or someone else's interests)
- We need to respond to legal claims
- We have a legitimate interest that justifies our processing

Where we have obtained consent to use service users' personal data, this consent can be withdrawn at any time by contacting Jade Nolan.

Some of the reasons listed above for collecting and using service users' personal data overlap, and there may be several grounds which justify our use of this data.

We may share this information with:

- Our local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns
- The service user's family and representatives
- Suppliers and service providers – to enable them to provide a service we have contracted them for
- Central and local government
- Our auditors and regulatory bodies
- Health authorities and social welfare organisations
- Professional advisers and consultants
- Police forces, courts, tribunals

How we store your information

Your information is securely stored at one of our premises, via secure cloud storage and/or via care management software.

We keep information for the duration of your service agreement, plus an 8 year retention period. We will then dispose of your information using shredding, incineration, deletion of digital files, and other methods as appropriate.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the details below if you wish to make a request.

Email: dpo@parchment-trust.org.uk

Phone: 01424 755800

Post: Parchment Trust, Ore Place Farm, The Ridge, Hastings, TN34 2RA

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113