

Privacy Notice

Introduction

This is Casa Mia's Privacy Notice.

As part of the services we offer, we are required to process personal data about our staff, our clients and, in some instances, the friends or relatives of our clients and staff. "Processing" can mean collecting, recording, organising, storing, sharing, or destroying data.

We are committed to being transparent about why we need your personal data and what we do with it. This information is set out in this privacy notice. It also explains your rights when it comes to your data.

If you have any concerns or questions, please contact us:

Casa Mia Care Home, Cleobury Road, Kidderminster, Worcestershire, DY14 9EH

Telephone: 01299 266 317

Email: management@casamia.org.uk

Clients

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may process the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth and next of kin;
- Your financial details e.g. details of how you pay us for your care or your funding arrangements.

We also record the following data which is classified as "special category":

- Health and social care data about you, which might include both your physical and mental health data.
- We may also record data about your race, ethnic origin, sexual orientation or religion.

Why do we have this data?

We need this data so that we can provide high-quality care and support. By law, we need to have a lawful basis for processing your personal data.

We process your data because:

- We have a legal obligation to do so – generally under the Health and Social Care Act 2012 or Mental Capacity Act 2005.

We process your special category data because:

- It is necessary due to social security and social protection law (generally this would be in safeguarding instances);
- It is necessary for us to provide and manage social care services;
- We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.

Casa Mia Care Home

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent at any time.

Where do we process your data?

So that we can provide you with high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps.

Third parties are organisations we might lawfully share your data with. These include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;
- The Local Authority;
- Your family or friends – with your permission;
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;
- The police or other law enforcement agencies if we have to by law or court order.

Staff

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may record the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth, National Insurance number and next of kin;
- Your financial details e.g. details so that we can pay you, insurance, pension and tax details;
- Your training records.

We also record the following data which is classified as “special category”:

- Health and social care data about you, which might include both your physical and mental health data – we will only collect this if it is necessary for us to know as your employer, e.g. fit notes or in order for you to claim statutory maternity/paternity pay;
- We may also, with your permission, record data about your race, ethnic origin, sexual orientation or religion.

As part of your application you may – depending on your job role – be required to undergo a Disclosure and Barring Service (DBS) check (Criminal Record Check).

Why do we have this data?

We require this data so that we can contact you, pay you and make sure you receive the training and support you need to perform your job. By law, we need to have a lawful basis for processing your personal data.

We process your data because:

- We have a legal obligation under UK employment law.
- We are required to do so in our performance of a public task.

Casa Mia Care Home

- We have a legitimate interest in processing your data – for example, we provide data about your training to Skills for Care’s National Minimum Data Set, this allows Skills for Care to produce reports about workforce planning.
- We are required to provide data to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.

We process your special category data because

- It is necessary for us to process requests for sick pay or maternity pay.

If we request your criminal records data it is because we have a legal obligation to do this due to the type of work you do. This is set out in the Data Protection Act 2018 and the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

As your employer we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps.

Third parties are organisations we have a legal reason to share your data with. These include:

- Her Majesty’s Revenue and Customs (HMRC);
- Our pension and healthcare schemes
- Our external payroll provider
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;
- The police or other law enforcement agencies if we have to by law or court order.
- The DBS Service
- Friends/Relatives

Friends/Relatives/Visitors

What data do we have?

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on you:

- Your basic details and contact information e.g. your name and address.

Why do we have this data?

By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legitimate business interest in holding next of kin and lasting power of attorney information about the individuals who use our service and keeping emergency contact details for our staff.

Casa Mia Care Home

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

So that we can provide high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps

Third parties are organisations we have a legal reason to share your data with. These may include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, and other health and care professionals;
- The Local Authority;
- The police or other law enforcement agencies if we have to by law or court order.

Our website

In order to provide you with the best experience while using our website, we process some data about you.

What data do we have?

We collect personal information including your name and contact details to send you marketing information via the following methods:

- Emails
- E-newsletters or e-bulletins
- Printed materials e.g. newsletters, leaflets, brochures, posters, displays etc.
- Social media content e.g. Facebook, Twitter, Instagram etc.
- Advertising
- Telephone
- Webforms

Why do we have this data?

Data protection laws say how we can use your information.

It will be collected and used by us fairly and openly for the purpose of marketing the services we provide.

We will follow the law and may keep and use your information in the following ways:

- It will be collected and used by us fairly and openly for the purpose of marketing the services we provide.
- It may also be used to improve the marketing materials you receive from us.
- It may also be used as part of market research for us to improve our services and products.
- We may also use your data for profiling and automated decision-making to help us evaluate certain things about you, for example, your personal preferences and your interests, for direct marketing purposes only. Further detail is set out below.

You may choose to tell us about special types of personal information - sensitive information to help us improve our services. Examples of this type of personal information are:

Casa Mia Care Home

- Health
- Disability
- Ethnic background.

By providing us with this information, you consent to our use of this information for this purpose.

Data protection laws say that we must have a “legal basis” for using your information.

Our legal basis for using your information for marketing purposes (your non-sensitive information and sensitive information) is that you have specifically agreed for us to use the information for this purpose.

You can change your mind at any time.

Where do we process your data?

So that we can provide high quality care and support we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps

Third parties are organisations we have a legal reason to share your data with. These may include:

- Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, and other health and care professionals;
- The Local Authority;
- The police or other law enforcement agencies if we have to by law or court order.

CCTV Surveillance Notice

Effective Date: [05/03/2024]

At Casa Mia Care Home we are committed to ensuring the safety and security of our residents, staff, and visitors. As part of our ongoing efforts to maintain a secure environment, we have implemented Closed-Circuit Television (CCTV) surveillance both inside and outside our premises.

Purpose of CCTV Surveillance:

The primary purposes of our CCTV surveillance system include:

1. **Security and Safety:** To deter and prevent unauthorised access, ensure the safety of our residents, staff, and visitors, and protect against criminal activities.
2. **Monitoring and Compliance:** To monitor and ensure compliance with our internal policies, procedures, and regulations governing the operation of our care home.
3. **Incident Investigation:** To assist in the investigation of incidents, accidents, or any suspicious activities that may occur within or around our premises.

Locations Covered by CCTV:

Our CCTV cameras are strategically placed in key locations both inside and outside the care home premises. These locations may include, but are not limited to, entrances, common areas, hallways, and outdoor spaces.

Data Handling:

1. **Access:** Access to CCTV footage is restricted to authorised personnel only, and it is handled with the utmost confidentiality.
2. **Retention:** CCTV footage is retained for a maximum of 30 days duration, in accordance with applicable laws and regulations. After this period, the data is securely deleted unless required for a specific investigation or legal matter.
3. **Disclosure:** CCTV footage may be disclosed to law enforcement agencies, regulatory bodies, or other third parties when required by law or for the protection of our residents, staff, or property.

Your Rights:

As an individual, you have the right to request access to any personal data that we may hold about you, including CCTV footage, subject to applicable laws and regulations.

Contact Information:

If you have any questions or concerns about our CCTV surveillance practices, or if you wish to exercise your rights regarding the data we hold, please contact us.

Changes to this Notice:

We reserve the right to update this CCTV Surveillance Notice to reflect changes in our practices or applicable laws. We will notify you of any material changes through appropriate means.

By continuing to engage with our care home, you acknowledge and consent to the terms outlined in this CCTV Surveillance Notice.

Your rights

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

1. You have the right to request a copy of all the data we keep about you.
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request;
3. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the Information Governance Alliance's guidelines.
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you would like to complain about how we have dealt with your request, please contact:

Casa Mia Care Home
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
<https://ico.org.uk/global/contact-us/>