

Privacy Notice

Casa Mia Care Home

Privacy Notice

Introduction

This is Casa Mia Care Home's Privacy Notice.

As part of the services we provide, we process personal data about our residents, staff, and, in some cases, relatives, visitors, and others connected to our services. "Processing" includes collecting, recording, storing, sharing, and securely disposing of information.

We are committed to protecting your data and being transparent about how we use it. This notice explains what data we collect, why we use it, and your rights.

Contact details:

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

Telephone: 01299 266 317

Email: management@casamia.org.uk

Clients

What data do we collect?

We collect and process information including:

- ☀ Name, address, date of birth, NHS number
- ☀ Next of kin and emergency contacts
- ☀ Care and support records
- ☀ Financial and funding information

We also process **special category data**, including:

- ☀ Physical and mental health information
- ☀ Care plans and risk assessments
- ☀ Relevant personal characteristics (e.g. religion, ethnicity where needed for care)

Why do we collect your data?

We process this data to deliver safe and effective care.

Our lawful bases include:

- ☀ **Legal obligation** (Health and Social Care Act 2012, Care Act 2014, Mental Capacity Act 2005)
- ☀ **Provision of health and social care**
- ☀ **Public interest** (reporting to regulators such as the CQC)

For special category data:

- ☀ Health and social care provision
- ☀ Safeguarding and social protection
- ☀ Public health obligations

We may also rely on **consent** where appropriate.

Common Law Duty of Confidentiality

We meet the common law duty of confidentiality by ensuring that:

- ☀ Your information is used with your consent (implied for care or explicit where required)
- ☀ We only share information where legally required
- ☀ We act in the public interest where necessary (e.g. safeguarding or serious crime)

Where your data comes from and who we share it with

We may collect or share data with:

- ☀ You or your legal representatives
- ☀ NHS services via systems such as NHSmail
- ☀ GPs, hospitals, pharmacies and other health professionals
- ☀ Local authorities and safeguarding teams

- ☀ Regulators such as the Care Quality Commission (CQC)
- ☀ Family members where appropriate and consented
- ☀ Law enforcement agencies where required

Where possible, we may anonymise data before sharing, for example in safeguarding situations where identifying details are not required.

National Data Opt-Out

We review our data processing annually to determine whether the National Data Opt-Out applies.

At present, Casa Mia Care Home **does not routinely share confidential patient information for research or planning purposes** where the National Data Opt-Out would apply.

If this changes, we will update this notice and ensure full compliance.

The NHS may use anonymised data for planning and research to improve services.

You have a choice about whether your confidential patient information is used in this way.

To find out more or to set your preference, visit:

<https://www.nhs.uk/your-nhs-data-matters/>

Employees (Staff)

What data do we collect?

We collect:

- ☀ Personal details (name, address, date of birth, NI number)
- ☀ Employment records and training
- ☀ Payroll, tax, and pension details

Special category data includes:

- ☀ Health information (e.g. sick leave)
- ☀ Equality monitoring data (where provided)

We undertake DBS checks where required but **do not retain the certificate**, only a record that the check was completed.

Why do we use this data?

We process staff data for:

- ☀ Legal obligations (employment and safeguarding law)
- ☀ Contractual purposes
- ☀ Legitimate interests (e.g. workforce planning)
- ☀ Public task (regulatory requirements)



Who we share staff data with

- ☀ HMRC
- ☀ Pension providers
- ☀ Payroll providers
- ☀ DBS service
- ☀ Regulators (CQC)
- ☀ Law enforcement where required

We may occasionally use **agency staff**, in which case limited information may be shared with the agency.

Friends, Relatives and Visitors

We may hold basic contact information to support:

-  Care coordination
-  Emergency contact arrangements

We process this under **legitimate interests** or **consent**, and share only where necessary.

How We Store and Retain Your Data

We store data securely using a combination of:

Electronic systems:

- ☀ CareVision (care management)
- ☀ Camascope (medication management)
- ☀ Workforce.com (Rota and Payroll management)
- ☀ Microsoft 365 / OneDrive

Physical storage:

- ☀ Paper records (being reduced over time)
- ☀ Secure local backups (hard drives and controlled devices)

We also use **external IT providers** to manage systems securely, including device management, disposal, and cybersecurity.

Retention and Disposal

We follow our internal retention schedule based on the **NHS Records Management Code of Practice 2021**.

We:

- ☀ Securely archive records where required (e.g. OneDrive, secure storage)
- ☀ Shred confidential paper records
- ☀ Permanently delete electronic records
- ☀ Use secure disposal methods for devices

Website and Marketing

When you use our website, we may collect personal information such as your name, contact details, or any information you provide via forms.

We also collect technical data such as IP addresses and how the website is used to improve performance.

We use this information to:

- ☀ Respond to enquiries
- ☀ Provide information about our services
- ☀ Improve our website
- ☀ Send marketing communications **where you have given consent**

Cookies

Our website uses cookies and tracking technologies to ensure it works effectively and to analyse usage.

We use tools such as:

- ☀ Google Analytics
- ☀ Meta (Facebook) tracking

These may collect data about your browsing behaviour.

Where required, we will ask for your consent before using non-essential cookies.

CCTV Surveillance

We use CCTV to ensure safety and security.

- ☼ Internal cameras: video only
- ☼ External cameras: video and audio

Footage is:

- ☼ Restricted to authorised personnel
- ☼ Retained for up to 30 days (unless needed longer)
- ☼ Shared with authorities where required

Your Rights

You have the right to:

- ☀ Access your personal data
- ☀ Correct inaccurate data
- ☀ Request deletion (where appropriate)
- ☀ Restrict processing
- ☀ Object to processing
- ☀ Withdraw consent

We will respond within one month.

To make a request, contact us using the details above.

Complaints

If you are unhappy with how we use your data, you can contact:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

<https://ico.org.uk/global/contact-us/>