

## MPS Care Group Privacy Notice

### Processing of Personal Information of Relatives and Emergency Contacts

This privacy notice provides information about the personal information that MPS Care collects regarding relatives or other emergency contacts of those using MPS Care services or MPS Staff. MPS will use your data as described in this notice.

#### 1. Personal Information Collection

Personal information is information that can be used to identify you or is about you. MPS may request from you and process the following Personal Information:

- Name
- Postal address
- Telephone number
- Mobile number
- Email address

#### MPS may also process:

- Photos and videos of care records or for use in the home
- CCTV records where applicable

MPS Care may ask for your consent to use photos and videos to promote the services provided by MPS. A Photography Consent form will be required which references the Privacy Notice for Photos and Videos.

#### 2. Processing of Personal Information and Legal Basis

The Legal Basis for this processing is Legitimate Interest as an MPS resident or member of staff has provided your details for use in an emergency.

As an emergency contact we may place your contact details in an emergency “grab and go” bag for use if the service needs to be evacuated. If you do not want your contact used for this purpose please inform the home manager or MPS Care.

By providing this information you are giving your consent to be contacted in an emergency. You can opt-out of being an emergency contact by informing the home Manager or MPS Data Protection Officer and the home manager.

### 3. Information Sharing

MPS Care will not sell or swap your data with any third parties. We will not share your information with any third party for marketing purposes.

### 4. Transfers to other countries

MPS Care will not transfer your Personal Information outside of the European Economic Area.

### 5. Securing your information

MPS Care takes our duty to protect your personal information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible. This includes precautions to prevent the loss, misuse or alteration of your personal information.

MPS Care uses computer systems and physical security to ensure that access to your personal information is only allowed on a need to know basis.

However, a requirement for the “grab and go” bag is that it is easily accessible in an emergency meaning that it could be accessed by those that do not need to know your contact details.

### 6. Retention of Personal Information

Your Personal Information required for the agreement will be retained as follows:

Record	Retention Time
Personal contact information	While you agree to being an emergency contact for a resident.
CCTV (if applicable)	30 days

### 7. Your Rights in relation to your Personal Information

- a. The right to be informed – covered in the Privacy notice

- b. The right to access – you have the right to make a Subject Access Request asking for information about, or copies of, the information we hold and the way it is used
- c. The right to rectification – as soon as you become aware that some information is incorrect let the home manager know or inform the Data Protection Officer
- d. The right to erasure – request the deletion or removal of personal information where there is no compelling reason for its continued processing
- e. The right to restrict processing – you can request that we stop any processing if the information we are processing is incorrect
- f. The right to data portability – you can request the personal information provided by yourself, be exported in to a universal format so it can be imported into another system
- g. The right to object – to processing relating to marketing and profiling
- h. The right not to be subject to automated decision-making including profiling
- i. The right to lodge a complaint with the Information Commissioner’s Office.

## 8. Contact

The Data Protection Officer can be contacted via:

Email: [enquiries@mpscare.co.uk](mailto:enquiries@mpscare.co.uk)

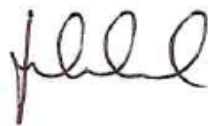
Phone: 01773 546736

Post: MPS Care Group, 6/7 Key Point Office Village, Nix’s Hill, Alfreton, Derbyshire DE55 7FQ

## Review

This policy should be reviewed on an annual basis.

Signed:



Date:

January 2019

Policy review date:

January 2020

---