

## MPS Care Group Privacy Notice

### Processing of Personal Information of Residents

This privacy notice provides information about the personal information that MPS Care collects regarding residents in MPS care homes and the way in which the personal information may be used and your rights.

#### 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 (P) and Special Categories of Personal Information (S):

<ul style="list-style-type: none"><li>• Name (P)</li></ul>	<ul style="list-style-type: none"><li>• NHS Number (P)</li></ul>
<ul style="list-style-type: none"><li>• Home Address (P)</li></ul>	<ul style="list-style-type: none"><li>• Your likes and dislikes to meet your care requirements (P)</li></ul>
<ul style="list-style-type: none"><li>• Phone Numbers (P)</li></ul>	<ul style="list-style-type: none"><li>• Resuscitation information (P)</li></ul>
<ul style="list-style-type: none"><li>• Email address (P)</li></ul>	<ul style="list-style-type: none"><li>• Financial information (P)</li></ul>
<ul style="list-style-type: none"><li>• Date of birth (P)</li></ul>	<ul style="list-style-type: none"><li>• Religion or religious beliefs (S)</li></ul>
<ul style="list-style-type: none"><li>• Health and Wellbeing records including care and medication records (S)</li></ul>	<ul style="list-style-type: none"><li>• Photos</li></ul>
<ul style="list-style-type: none"><li>• Next of Kin or emergency contacts (P)</li></ul>	

#### MPS may also process:

- Photos and videos of care records or for use in the home (S).
- Information required by regulators (risk assessments, accident and incident records) (P)
- CCTV records where applicable (P)

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

The primary Legal Basis for processing your Personal Information is **contractual**. This is the agreement with yourself and/or the contractual requirements of a third party (e.g. local authority or NHS trust).

MPS will only process the Personal Information:

- To assess your residential / nursing care needs
- Assess your financial situation
- Provide residential / nursing services

MPS Care may ask for your consent to use photos and videos to promote the services provided.

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.

### **3. Information Sharing**

MPS Care may share a minimal amount of your Personal Information with:

- Other agencies who may contribute to your care, like GPs, pharmacies and hospitals
- The organization for whom we provide the service under a contract
- People with Power of Attorney, Deputyship or people you have authorized access or when it is in your best interest
- MPS insurance company in relation to claims or possible claims
- When legally required to do so, including regulatory compliance.

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.

## 6. Retention of Personal Information

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

Record	Retention Time
Residents care records	10 years after leaving MPS
Residents finance records (if applicable)	10 years
Accident and incident records	10 years

## 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)

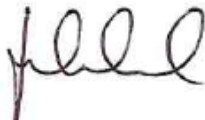
Phone: 01773 546736

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

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MPS Care Group