

Resident Fair Processing Notice

How we use your personal information

This fair processing notice explains why The Park Lane Healthcare Group Ltd. collects information about you and how that information may be used.

The staff who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. medical history, medications, etc). These records help to provide you with the best possible care.

Health records and care plans may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which Park Lane Healthcare Ltd. hold about you may include the following information;

- Details about you, such as your address, date of birth, name, nickname, next of kin, emergency contact details, legal representative, emergency contact details, bank account information, gender, nationality, country of birth/residence, marital status, number of children, previous employment information, ethnicity, religious beliefs;
- Details/records of any assistance the company has given you, such as with care, medications, meals, etc.
- Notes and reports about your health and medical history;
- Details about your treatment and care;
- Results of investigations such as laboratory tests, x-rays etc;
- Relevant information from other health professionals, relatives or those who care for you.
- Photographs or video recordings taken in the home, which may be shared with families via social media;

We may occasionally take photographs or videos of residents to share with families and loved ones — for example, by posting on Facebook — to keep them informed about day-to-day life and activities in the home. This is done in line with our legitimate interests in promoting transparency, connection, and community engagement between residents and their families.

We are careful to ensure that such images are respectful and appropriate, and that no photo is shared that could undermine a resident's dignity or wellbeing. Images may be visible outside the UK and EU depending on the platform's infrastructure and settings, and may remain online indefinitely unless removed. If you or your representative wish to object to the use of an image or request removal, please speak to the Home Manager or contact the Data Protection Officer.

To ensure you receive the best possible care, your records are used to:

- Facilitate the care you receive;
- Information held about you may be used to help protect the health of the public and to help us manage our care homes;
- Information may be used within the company for audit to monitor the quality of the service provided;
- Provide operational information;
- Safeguarding and promoting the welfare of residents;
- Ensuring resident safety and security;
- Preventing and detecting crime.

Some of this information may be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual residents cannot be identified.

What is our legal basis for processing your personal data?

The company is committed to using your personal data and sensitive personal data as little as is necessary to achieve the above aims. However, where data is used, it is done so using a combination of certain legal permissions under the General Data Protection Regulation 2016 (GDPR).

For personal data, under Article 6 of GDPR, this is where:

- Consent has been given;
- The processing of data is necessary for the performance of our contract with you;
- Processing is necessary for compliance with a legal obligation;
- Processing is necessary to protect the vital interests of either you or a third party;
- Processing is necessary for the performance of a task carried out in the public interest;
- Processing is necessary for the purposes of the legitimate interests pursued by the company or by a third party. For example, we may rely on legitimate interests when sharing respectful and appropriate images of residents to keep families informed about life in the home.

For sensitive personal data, under Article 9 of GDPR, this is where:

- Consent is explicitly given, either through a contract or other signed acknowledgement;
- Processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent;
- Processing relates to personal data which are made public by the data subject;
- Processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity;
- Processing is necessary for reasons of substantial public interest;
- Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment, or the management of health or social care systems;
- Processing is necessary for reasons of public interest in the area of public health;
- Processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes.

Risk Stratification/Assessment Tools

Risk stratification/assessment data tools are used by the company to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission to hospital and identifying a need for preventive intervention. Information about you is collected from a number of sources including medical records, observation, discussions with you/your family, etc. Risk stratification enables us to focus on preventing ill health and not just the treatment of existing conditions. If necessary, your GP may be able to offer you additional services following referral by us. Please note that the assessment of your dependency, falls risk, pressure area risk, moving and handling requirements, etc. are fundamental to our being able to deliver personalised and effective care to you, and so you cannot opt out of your data being used in this way.

Medicines Management

The company may conduct Medicines Management Reviews of medications prescribed to you. This service performs a review of prescribed medications in partnership with your GP to ensure you receive the most appropriate, up to date and cost effective treatments.

How do we maintain the confidentiality of your records?

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- General Data Protection Regulation 2016;
- Data Protection Act 2018
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- The company's Data Protection Policy

Every member of staff who works for the company has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott's information sharing review

(Information to share or not to share) where “The duty to share information can be as important as the duty to protect patient confidentiality.” This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS Trusts / Foundation Trusts
- Integrated Care Boards
- GPs
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Other Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services

You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

How long is your personal information held?

Your information will be held for no longer than is necessary for the purposes of providing care and meeting any ongoing regulatory obligations we have. In most cases, any documentation will be stored in a secure archive for five years following your departure from the home.

Images shared on social media may remain online indefinitely unless removed, but can be reviewed or deleted upon request where appropriate.

Access to personal information

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information. Please request a copy of the company’s Data Protection Policy for further information in relation to your rights.

In order to request this, you need to do the following:

- Your request must be made in writing to the Data Protection Officer;
- There may be a charge to have a printed copy of the information held about you;
- We are required to respond to you within 40 days;
- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located.

Objections / Complaints

Should you have any concerns about how your information is managed at the home or centrally, please contact the Home Manager. If you are still unhappy following a review by the Manager, you can then complain to the Information Commissioners Office (ICO) via their website www.ico.gov.uk.

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the Home Manager.

Cookies

Our website does not use a cookie system, and so no personal data will be obtained in this way.

Change of Details

It is important that you tell the Home Manager if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

Notification

The Data Protection Act 2018 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

This information is publicly available on the Information Commissioners Office website www.ico.org.uk.

The company is registered with the Information Commissioners Office (ICO).

Who is the Data Controller?

The Park Lane Healthcare Group Ltd. is the Data Controller and is committed to protecting the rights of individuals in line with the Data Protection Act 2018 (DPA) and the new General Data Protection Regulation (GDPR).

Contact details of the Data Protection Officer

The Park Lane Healthcare Group Ltd. has a Data Protection Officer who can be contacted through dpo@parklanehealthcare.co.uk.

Complaints

Should you have any concerns about how your information is managed by the company please contact the Data Protection Officer at dpo@parklanehealthcare.co.uk

If you are still unhappy following a review by the company you can then complain to the Information Commissioners Office (ICO). www.ico.org.uk, casework@ico.org.uk, telephone: 0303 123 1113 (local rate) or 01625 545 745