

Data Protection – Privacy Notice

(Service Users & Stakeholders)



About Us

We Chilmington Homes Ltd trading as Chilmington House and Chilmington at Home (also referred to as “we”, “us”, or “our”) are a registered company in England (Company no. 03885738). Our registered address is PO Box 8149, Reading. RG6 9LX.

The Purpose Of This Notice

This Notice is designed to help you understand what kind of information we collect in connection with our services and how we will process and use this information. In the course of providing you or someone you represent with services we will collect and process information that is commonly known as personal data.

This Notice describes how we collect, use, share, retain and safeguard personal data.

This Notice sets out your individual rights; we explain these later in the Notice but in summary these rights include your right to know what data is held about you, how this data is processed and how you can place restrictions on the use of your data.

What Is Personal Data?

Personal data is information which, by itself or with other data available, can be used to identify a natural person. Examples include an individual's name, age, address, date of birth, gender and contact details.

Personal data may contain information which is known as special categories of personal data. This may be information relating to and not limited to, an individual's health, racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic and biometric data, or data relating to sexual orientation.

Personal data may also contain data relating to criminal convictions and offences. For the purposes of safeguarding and processing criminal conviction and offence data responsibly, this data is treated in the same manner as special categories of personal data, where we are legally required to comply with specific data processing requirements.

Personal Data We Collect

In order for us to provide care and support services to our service users, we will collect and process personal data about you. We will also collect your personal data where you request information relating to our services or service users.

We may also need to collect personal data relating to others in order to provide our care and support services. In most circumstances, you [someone supporting/representing you] will provide us with this information. Where you disclose the personal data of others, you must ensure you are entitled to do so.

You may provide us with personal data when completing documents, when you contact us via the telephone, when writing to us directly or where we provide you with paper based documents for completion or we complete a document in conjunction with you.

We will share your personal data within our company and with appropriate and relevant other agencies or entities (for example The National Health Service). This is normal practice within the care sector where it is necessary to share information in order to provide appropriate care and protection to and for service users.

We also share personal data with authorised third parties. This is necessary where we are required to do so by law and where we need to administer our business. Some examples are:

- Local Authorities (including Commissioning & Safeguarding Teams & Social Workers);
- Care Quality Commission;
- General and Nurse Practitioners (including Dentists);

We will collect your personal data when you visit our website, where we will collect your unique online electronic identifier; this is commonly known as an IP address.

We will also collect electronic personal data when you first visit our website where we will place a small text file that is commonly known as a cookie on your computer. Cookies are used to identify visitors and to simplify accessibility, and to monitor visitor behaviour when viewing website content, navigating our website and when using features.

Where we collect data directly from you, we are considered to be the controller of that data i.e. we are the data controller. Where we use third parties to process your data, these parties are known as processors of your personal data.

A data 'controller' means the individual or organisation which, alone or jointly with others, determines the purposes and means of the processing of personal data.

A data 'processor' means the individual or organisation which processes personal data on behalf of the controller.

As a provider of care services, we will process the following categories of data:

Personal data such as an individual's name, address, date of birth, gender & contact details

Special categories of personal data such as health

Data relating to criminal convictions and offences

If you object to the collection, sharing and use of your personal data we may be unable to provide you with our services.

For the purposes of meeting the Data Protection Act 2018 territorial scope requirements, the United Kingdom is identified as the named territory where the processing of personal data takes place.

If you require more information about our care and support service provision or further details on how we collect personal data and with whom we share data with, please contact our Service Manager by e-mailing mdell@chilmingtonhomes.co.uk

Why Do We Need To Use Your Personal Data: The Legal Basis And Purposes?

We will use your personal data for the **performance of our contract** with you and/or your Funding Authority; to provide you with care and support services, to administer the service you use; to update our records and our business; to respond to any requests from you about our services and to process complaints. We will also use your personal data to comply with our own **legal obligations** and **for our own legitimate interests** in managing your relationship with us; perform statistical analysis on the data we collect; for financial planning and business forecasting purposes; and to develop new services.

We will use the special category and criminal conviction data we collect about you for the **performance of our contract** with you or your Funding Authority which is deemed to be necessary for reasons of protecting your **vital interests**, for reason of **public interest** or **legal obligation**. This allows us to provide our services and administer them appropriately.

In using our services you should understand that you are forming a contract with us. If you contact us to request details on the services we provide, we consider ourselves as having a **legitimate business interest** to provide you with further information about our services. You may request to be withdrawn from all such marketing activities at any time.

In some situations we may request your **consent** to use your data in order to provide you with and administer your care services; to share your data or to transfer your data outside the European Economic Area. Where we require consent, your rights and what you are consenting to will be clearly communicated to you. Where you provide consent, you can withdraw this at any time by contacting our Service Manager by e-mailing mdell@chilmingtonhomes.co.uk

Data Retention

We will retain your personal data at the end of any contractual agreement for no less than 20 years. This is a requirement of our insurance company should data be required in the investigation of any incident giving rise to a claim.

- Where you or law enforcement agencies inform us about any active investigation or potential criminal prosecution, we will comply with legal requirements when retaining this data.
- The retaining of data is necessary where required for contractual, legal or regulatory purposes or for our legitimate business interests for statistical analysis and service development and marketing purposes.
- Sometimes we may need to retain your data for longer, for example if we are representing you or defending ourselves in a legal dispute or as required by law or where evidence exists that a future claim may occur.

Please contact our Service Manager by e-mailing mdell@chilmingtonhomes.co.uk if you object to the use of, or you have any questions relating to the use of, your data, the retention of your personal data. You can opt out of receiving marketing services by e-mailing mdell@chilmingtonhomes.co.uk

International Transfers Of Personal Data

We do not transfer or hold data outside of the European Economic Area (EEA).

Your Rights

Individuals are provided with legal rights governing the use of their personal data. These grant individuals the right to understand what personal data relating to them is held, for what purpose, how it is collected and used, with whom it is shared, where it is located, to object to its processing, to have the data corrected if inaccurate, to take copies of the data and to place restrictions on its processing. Individuals can also request the deletion of their personal data.

These rights are known as Individual Rights under the Data Protection Act 2018. The following list details these rights:

- The **right to be informed** about the personal data being processed;
- The **right of access** to your personal data;
- The **right to object** to the processing of your personal data;
- The **right to restrict** the processing of your personal data;
- The **right to rectification** of your personal data;
- The **right to erasure** of your personal data;
- The **right to data portability** (to receive an electronic copy of your personal data);
- Rights relating to automated decision making including profiling.

Individuals can exercise their Individual Rights at any time. As mandated by law we will not charge a fee to process these requests, however if your request is considered to be repetitive, wholly unfounded and/or excessive, we are entitled to charge a reasonable administration fee.

In exercising your Individual Rights, you should understand that in some situations we may be unable to fully meet your request, for example if you make a request for us to delete all your personal data, we may be required to retain some data for taxation, prevention of crime and for regulatory and other statutory purposes.

You should understand that when exercising your rights, a substantial public or vital interest may take precedence over any request you make. In addition, where these interests apply, we are required by law to grant access to this data for law enforcement, legal and/or health related matters.

If you require further information on your Individual Rights or you wish to exercise your Individual Rights, please contact our Service Manager by e-mailing mdell@chilmingtonhomes.co.uk or by writing to The Service Manager, Chilmington Homes Ltd, PO Box 8149, Reading RG6 9LX

Protecting Your Data

We will take all appropriate technical and organisational steps to protect the confidentiality, integrity, availability and authenticity of your data, including when sharing your data within our company and authorised third parties.

Complaints

If you are dissatisfied with any aspect of the way in which we process your personal data please contact our Service Manager by e-mailing mdell@chilmingtonhomes.co.uk or by writing to The Service Manager, Chilmington Homes Ltd, PO Box 8149, Reading RG6 9LX

You also have the right to complain to the UK's data protection supervisory authority, the Information Commissioner's Office (ICO). The ICO may be contacted via its website which is <https://ico.org.uk/concerns/>, by [live chat](#) or by calling their helpline on 0303 123 1113.

How To Contact Us

If you have any questions regarding this Notice, the use of your data and your Individual Rights please contact our Service Manager by e-mailing mdell@chilmingtonhomes.co.uk or by writing to The Service Manager, Chilmington Homes Ltd, PO Box 8149, Reading RG6 9LX.

Chilmington Homes Limited is registered with the UK Information Commissioner, registration number Z5245316.