

WHO “WE” ARE

HC-One's (we, our, us) mission is to become the first-choice care home in every community for Residents and Colleagues and ensuring we only use your personal information when we need to, to deliver care with the kindness that is at the heart of everything we do.

We use your information to provide you with kind, person-centred care and support. This Privacy Statement explains this in more detail.

HC-One Ltd are a limited company registered in England under company number 07712656. We are registered with the Information Commissioners Office under registration number Z2911814. We also hold individual registrations for each company in the HC-One group.

We are regulated by

- the Care Quality Commission (CQC) in England,
- the Care Inspectorate (CI) in Scotland; and the,
- Care Inspectorate Wales (CIW).

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1. WHAT IS PERSONAL DATA?

Personal data is another way to describe information about you, our Residents, our Colleagues and other people we interact with at HC-One. It covers any information that is about you which allows you to be identified. Personal data covers simple information such as your name, email address, and phone number, but it also covers more detailed information such as reference numbers, your location, and other identifiers used by computers.

To find out more about how HC-One uses your personal information please click on the sections below.

2. WHAT INFORMATION DO WE COLLECT ABOUT YOU?

Most of the personal information we collect about you, will come from you and your family when you come to live with us, or when your family is choosing a care home. When your family come to visit you, they will need to give us some information, so we know they are visiting our homes.

As we get to know more about you, we will collect more information about you so that the kind care we provide, is as person-centred as possible. We will also obtain information from your GP and other health professionals relating to your health.

By law, we must keep certain personal information so that Inspectors and other third-party organisations can see that we provide you with kind, person-centred care.

HC-One may collect these kinds of personal information about you:

- Basic information, such as name, address, date of birth, phone number and email.
- Financial information, such as how your care is paid for, and any past payments you have made.
- Information about you and your family, such as your next of kin, your partner or spouse, your children and how to get in touch with them.
- Information about your preferences and interests, such as hobbies, likes and dislikes, routines, and habits.
- Visual images, such as copies of identification and photographs of you.
- Details of any services you have received from us in the past.
- Information we receive from other sources, such as government departments and your doctor or other healthcare professionals.
- Dates and times of visits your family have made to you.
- Letters we have sent to you or your family about you.

Collecting sensitive information about you

HC-One may also need to collect some information about you which is particularly sensitive. This type of information is called special category personal data. The law

says we can only collect and use this kind of information for very specific legal reasons, such as providing your care and helping other organisations with their functions, such as safeguarding. HC-One will only collect and use this information where it is essential for our work.

Types of special category personal data that HC-One may collect and use:

- Information about your health that is used to provide you with appropriate care and treatment when living in our care homes.
- Information about your views and beliefs.
- Information about your cultural identity.
- Information about your relationships.
- Information that is about who you are.

Collecting information from other people

Sometimes, HC-One may need to collect your data from other people. These will include:

- Government departments.
- National regulators.
- The National Health Service (NHS), your doctor and healthcare providers.
- Organisations responsible for funding and organising care.
- The Emergency services.
- HC-One suppliers and local services.

3. HOW DO WE USE INFORMATION ABOUT YOU?

As your care provider, HC-One must use personal information to deliver kind, person-centred care to you. The information will form part of your care plan, which will sometimes be held on a computer. People will only be allowed to access your information when they are involved in your care, they are managing care for HC-One, or they have other legitimate reasons to do so.

Your personal information can be used for any of the following purposes:

- Providing and managing your account.
 - Supplying our services to you. Your personal details are needed for us to enter a contract with you.
 - Providing you with kind care that is person-centred and appropriate to your needs.
 - Disclosing information to an appropriate regulator to inform them of certain incidents as required under the law.
 - Communicating with you. This may include responding to emails or telephone calls from you.
 - Disclosing information to a Coroner, the Police or Safeguarding where they need to conduct a formal investigation.
- Supplying you with information about our services by email AND/OR post.

Legal reasons for obtaining and using your personal information

HC-One must have a legal reason to collect and use your information. We will use different reasons, depending upon its purpose. This will be explained to you when, or as soon as possible after, we collect your information, or when it is given to us by someone else. The reasons we use are:

- To fulfil the contract to provide you with care.
- For HC-One to comply with the law and other regulatory requirements.
- To protect your life in an emergency.
- To act in the public interest.
- To fulfil HC-One's accepted interests; or,
- Where we have your consent to use your information.

Where HC-One must use information that is particularly sensitive, HC-One must have additional legal reasons to collect and use your information. These are:

- To provide you with kind, person-centred care.
- To protect the wider health of everyone, including you.
- To protect your life when you cannot give permission.
- To act in a significant public interest, such as safeguarding.
- To allow fairness in legal matters.
- Where we have explicit consent to use your information.

4. SHARING YOUR PERSONAL INFORMATION

On occasions, HC-One may be asked to give your personal information or need to collect it from other organisations. These can include:

- Government departments
- National regulators
- The National Health Service (NHS), your doctor and healthcare providers
- Organisations responsible for funding and organising care
- The emergency services
- HC-One suppliers and local services such as funeral directors.

Any companies we employ who use your personal information are responsible to you through legal agreements with HC-One around Data Protection.

On page 12 we describe the organisations we work with along with links to the Privacy Statements of some of these organisations.

5. DO I HAVE TO CONSENT TO THE USE AND SHARING OF MY INFORMATION?

HC-One will only seek consent/permission to collect, use and share your personal information where you have freedom of choice about how your information is used, such as when we send certain information about our services (see section 6), or where we would like to use your images on our website, social media or promotional materials.

Where you do not have such freedom over how your information is used, we will use a different legal reason to collect, use and store your information (see section 3).

If you choose not to provide us with your information, this can make it difficult for us to provide you or your relative with kind, person-centred care, that meets your/their needs.

6. CONTACTING YOU AND YOUR RELATIVES

Service Updates

Occasionally, HC-One may need to contact you to provide updates about things relating to our homes. These can include:

- Any events and meetings which take place at the home
- Any updates on the care provided to your relative
- Any outbreaks/illness which may affect your ability to visit us, and
- Any legally mandated information which we must provide to you.

It is not possible to opt out from receiving these updates as they are essential to the provision of kind care.

Feedback and Surveys

HC-One regularly sends out requests for feedback to our residents and relatives to continually evaluate and improve the kind care that we offer. HC-One are under a legal obligation to seek such views; therefore, we do not need your prior consent to send out our surveys and feedback requests.

If you decide that you do not wish to receive any future surveys, you can opt out by writing to:

Communications and Marketing
HC-One
Southgate House
Archer Street
Darlington
DL3 6AH

Direct Marketing

From time to time, HC-One may wish to contact you about the services we can offer to you and your relatives.

As this is classed as direct marketing, we will ask you opt-in to this when you or your relative moves into one of our homes. If you choose not to receive such communications, we will not contact you regarding this.

Should you have chosen to receive such communications, and no longer wish to receive them, you can write to:

Communications and Marketing
HC-One
Southgate House
Archer Street
Darlington
DL3 6AH

Sharing Your Contact Details with Third Party Organisations

HC-One will only use your contact details for our own purposes. We will never share or sell your personal information to any third parties for marketing purposes.

We will never share any details with third party organisations unless we are legally required to, where sharing is with public bodies to fulfil their statutory functions, or where we have your consent.

We will usually try to inform you prior to sharing unless we are legally prohibited from doing so, or it will cause an excessive burden on HC-One's resources.

7. RESPECTING YOUR WISHES AND YOUR INFORMATION RIGHTS

We will normally only share your personal information with your knowledge and where it is needed and when we have a legal reason. Most sharing will be with other professionals and agencies involved with your direct care and treatment, such as a General Practitioner.

If you do not want other organisations that are not involved with your direct care to see your personal information, please tell your Home Manager. We can then record your wishes and third parties will look to respect your wishes where they can.

Please remember that occasionally, HC-One will be required to share certain personal information with a third party by law. For example, we are required by law to tell the care regulators if you suffer an injury. We will always look to provide this information in a way that reduces any risks to your privacy, but this is not always possible.

In England, HC-One do not utilise the [National Data Opt Out scheme](#). This scheme is where you have expressed a preference to NHS Digital for your data not to be shared for certain research and planning activities..

Further information about your specific data protection rights can be found in the Your Rights Under Data Protection section on page 10.

8. WILL WE SEND YOUR INFORMATION OUTSIDE THE UK?

Where possible, most information relating to a person's care is stored within the UK only. These will be in hardcopy, or electronic systems.

However, in some cases, our suppliers may store your personal information outside of the UK. More details on the companies we use can be found in the “Organisations We Work With” section on page 14.

9. HOW LONG WILL WE KEEP YOUR INFORMATION FOR?

Personal information that we are no longer using is kept securely only for as long as it is needed, or is required by law, before being safely destroyed.

The duration for which your personal information is kept will depend on our reason for collecting it and is defined in HC-One’s “Records Retention and Destruction Schedule Procedure”, which is available on our website.

10. HOW WILL WE KEEP YOUR INFORMATION SECURE?

Keeping your personal information secure is an important principle of Data Protection, and we take the following steps to protect your information which includes:

- Necessary measures to ensure personal information is protected
- All electronic data transferred through our systems is encrypted
- Information is not used for any purpose other than as agreed upon in our terms and conditions
- Protect your data from loss.

Our systems are checked and audited regularly by experts to ensure they meet all privacy standards, are protected through strong passwords and encryption and comply with our general data protection security and protection policies.

11. DO WE USE CCTV IN OUR HOMES?

HC-One uses CCTV in some of its care homes in order to provide reassurance to the Residents and their Relatives, protect homes from unlawful intrusion and assist whistleblowers who may have raised concerns. Cameras are only used in communal areas, other than in exceptional circumstances. All HC-One homes using CCTV will:

- Consult with everyone living in our homes and their Relatives prior to installation;
- Have considered the impacts and risks of CCTV, which will have been agreed by the Data Protection Officer;
- Have appropriate signs informing all who enter that CCTV is in use in the home;
- Have appropriate security of the CCTV equipment, including encryption to prevent unlawful access to any footage

If you have concerns about the use of CCTV, please speak to the Home Manager in the first instance.



SK9 5AF

casework@ico.org.uk

Telephone: 0303 123 1113

Fax: 01625 524510

YOUR RIGHTS UNDER DATA PROTECTION

Under the law, you have certain rights in relation to your personal information. Where you choose to use your rights, HC-One must:

- Respond to your request within one calendar month (unless extended)
- Respond in a plain and clear language
- Be sure as to your identity
- Provide the information free of charge (unless it is repeated or manifestly unfounded)
- Tell you why we are unable to comply with your request
- Protect the rights of other individuals.

Please click on each section for more information as to each of the rights.

These rights do not apply to any deceased persons. This is because data protection law does not apply to someone who has died.

1. THE RIGHT TO KNOW HOW YOUR INFORMATION IS USED

This is the right to know about how and why HC-One is collecting, using and storing personal information about you. This should either take place when we collect your information, or where we collect it from a third party, within one calendar month.

We do not have to tell you that we are using your personal data where it may prejudice investigations, or our obtaining the information is required by law.

2. THE RIGHT TO OBTAIN COPIES OF YOUR INFORMATION

There is a right to ask HC-One to provide copies of your personal information that HC-One might have obtained, be using or have stored about you.

This right should not adversely affect other people. To request copies of your information please email: dataprotectionofficer@hc-one.co.uk or contact our Data Protection Officer.

3. THE RIGHT TO CORRECT INACCURATE INFORMATION

There is a right to ask HC-One to correct your personal data where data you believe it is wrong.

Where we cannot legally correct your data, we will look to obtain a supplementary statement from you, explaining why you believe the data is inaccurate or incomplete, and this can be placed alongside the personal information we hold.

4. THE RIGHT TO DELETE YOUR INFORMATION

There is a right to ask HC-One to delete any of your personal data that we have, and is often called the right to be forgotten.

This right does not apply where HC-One are under a legal obligation to retain your information, there is a public interest in retaining your information, we need to retain your information for public health purposes, or we need to retain your information in case of future legal claims. How long we will keep your information for is detailed in our Records Retention and Destruction Schedule Procedure ([link to this](#)).

5. THE RIGHT TO LIMIT THE USE OF YOUR INFORMATION

There is a right to ask HC-One to limit its use of the information. This will only apply where:

- the accuracy of the information is contested;
- the processing is unlawful, but you do not want it to be deleted; or
- HC-One no longer requires the information, but it is necessary to retain for legal claims.

6. ADDITIONAL RIGHTS

There are also additional rights around being able to transfer your information to another organisation and around a system making automated decisions about you.

However, such rights will be limited in terms of HC-One's legal reasons for using the information.

HC-One does not currently make any automated decisions about you.

ORGANISATIONS WE WORK WITH

HC-One cannot deliver kind, person-centred care on our own. We are part of a much wider system to ensure that you are always safe in our care.

In each section below, you can see some of the different organisations that we work with. Where we can, we have provided a link to the organisation's privacy statements.

Please note that HC-One are not responsible for the content of third-party privacy statements. If you have any questions regarding them, please contact the organisation directly.

1. LOCAL GOVERNMENT

Local authorities have certain responsibilities relating to commissioning of care, but also keeping people safe from abuse and neglect. To find your appropriate local authority in **England and Wales**, please visit www.local.gov.uk/our-support/guidance-and-resources/communications-support/digital-councils/social-media/go-further/a-z-councils-online.

For appropriate local authorities **Scotland**, please visit www.cosla.gov.uk/councils.

The Local Government and Social Care Ombudsman looks at individual complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services. www.lgo.org.uk/privacy

2. LAW ENFORCEMENT

We work with Police forces across the United Kingdom to ensure that Residents stay safe and any incidents are thoroughly investigated. To find the appropriate Police force click www.police.uk/forces, and select whether the Police force is in England, Wales or Scotland.

3. REGULATORS

We work with a number of regulators across the United Kingdom to ensure our care keeps you safe.

Care Quality Commission (England) - www.cqc.org.uk/privacy

Care Inspectorate (Scotland) - www.careinspectorate.com/index.php/core-privacy-notice

Care Inspectorate Wales - www.careinspectorate.wales/privacy-policy

Disclosure & Barring Service (England & Wales) -

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about/personal-information-charter>

Social Care Wales - <https://www.socialcare.wales/privacy-notice>

Disclosure Scotland - www.mygov.scot/privacy/

Scottish Social Services Council -

<https://www.sssc.uk.com/knowledgebase/article/KA-02513/en-us>

Health & Safety Executive - www.hse.gov.uk/privacy

Information Commissioners Office - www.ico.org.uk/global/privacy-notice/

Nursing and Midwifery Council - www.nmc.org.uk/contact-us/data-protection/privacy-notice/

4. NHS ORGANISATIONS

We work with NHS organisations who commission and deliver healthcare services that Residents may use.

NHS England - <https://www.england.nhs.uk/contact-us/privacy-notice/>

Clinical Commissioning Groups (England) - <https://www.england.nhs.uk/ccg-details/>

NHS Scotland - <https://www.scot.nhs.uk/privacy/>

NHS Scotland Health Boards - <https://www.scot.nhs.uk/organisations/>

NHS Wales - <https://www.wales.nhs.uk/privacystatement>

NHS Wales Directory of Services - <http://www.wales.nhs.uk/ourservices/directory>

NHS Digital - <https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/how-we-look-after-your-health-and-care-information>

5. OUR KEY SUPPLIERS

HC-One uses a number of third-party suppliers in our work. Our main suppliers are listed below according to the countries where your personal data may be held.

United Kingdom Only

L&R Storage, HW Coates Ltd - <https://lrstorage.co.uk/privacy-policy/>

MED e-care, Boots PLC - <https://www.mede-care.co.uk/>

Eploy, ITS Software Systems Ltd - <https://www.employ.co.uk/information/privacy/>

Atlantic Data Ltd - https://policydocuments.disclosures.co.uk/Privacy_Statement.pdf

Smart Survey - <https://www.smartsurvey.co.uk/privacy-policy>

UK and EEA Only

Access UK Ltd (CareBlox) - <https://www.theaccessgroup.com/privacy-and-legal/>

Smartgate Solutions Ltd (Radar Healthcare) - <https://radarhealthcare.com/privacy-policy/>

UK and Globally

Zellis UK Ltd - <https://www.zellis.com/privacy-policy>

Datix Holdings Limited - <https://www.rldatix.com/en-uke/company/rldatix-website-privacy-policy>

Deputec Pty Ltd (Deputy) - <https://www.deputy.com/gb/terms/privacy-policy>

Civica UK Limited (Coldharbour) - <https://www.civica.com/en-gb/policies-and-statements/privacy-notice/>

Proactis - <https://www.proactis.com/uk/privacy-policy/>

A²+B LLP - <https://www.seehearspeakup.co.uk/en/privacy-policy>



UK, Australia and United States

Mailchimp, The Rocket Science Group LLC - <https://mailchimp.com/legal/privacy/>
Acteon (Touchstone) - <https://www.acteoncommunication.com/privacy>