

HC-One Easy Read Privacy Statement

About Us

HC-One, our homes and other services have to keep information about people. It is law that the HC-One must keep this information safe and secure. This is called a Privacy Statement.

This privacy statement explains how we use any information we collect about you, our legal reasons for using information about you and your rights about the information we have about you.

This privacy statement explains how you can tell us if you would prefer to limit the use of your information and procedures that we have in place to look after your privacy.

If you would like to read our full Privacy Statement please visit our website here: <https://www.hc-one.co.uk/Footer-Links/General-Privacy-Notice.aspx>

What is your name?

Where are you from?

Where do you live?

How old are you?

What do you like to do?

Who are your friends?

Information about you that HC-One keep

HC-One will only keep information about you to make sure that we can take the very best care of you.

HC-One must keep information such as:

- Basic details e.g. name, date of birth, emergency contact
- How we support you
- Your likes and dislikes
- Details about your health (which we keep extra safe)



Information about your health that HC-One keep

HC-One will use your health information to:

- Choose the support, care, and services that you might need
- Keep you safe and healthy

We will need to know about:

- Any illnesses you may have
- Anything you may be allergic to
- What you need from us

People or organisations who may have a legal reason to see your information



HC-One Limited
Falstone Court

Inspection report

Cliffe Park
Whitburn Road, Roker
Sunderland
Tyne and Wear
SR6 9NQ
Tel: 0191 5483239
Website: www.hc-one.co.uk/homes/falstone-court

Date of inspection visit:
12 February 2019
15 February 2019

Date of publication:
28 May 2019

Ratings

Overall rating for this service	Outstanding ☆
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These will include:

- Health professionals, such as your doctor or a community nurse
- Social workers and safeguarding teams
- Pharmacy staff
- Your local council
- Those who regulate care
- Those who enforce the law



Consent to collect and use information

HC-One will only seek your permission to collect and use your information where you have a choice. If we must keep the information by law, we do not need to seek your permission.

If we ask for permission, you will have the right to withdraw your permission at any time.



Respecting your wishes

HC-One understand that everyone may not be comfortable with their information being shared. If you do not want your information to be shared with people not providing you with care, we will always look to respect your wishes, and record any objections you may have.



Your Information, Your Rights

Any information we keep about you is yours. HC-One will make sure it is kept private and is only used properly. HC-One must tell you how it will be used.

You can also:

- Ask to see a copy of the information we have about you.
- If you think the information we have about you is wrong, or has parts missing, you can ask us to correct it.
- If you think we have information about you that is no longer needed you can ask us to delete it. (But we will not be able to delete it if the law says it is still needed)
- You can ask us to stop some of the ways that we use your information, even if you do not want your information deleted.
- You can ask us to delete your information (only when you gave us the permission to use your information).
- You can ask us not to use your information for HC-One's own interests (This means we have a clear reason or goal for doing something).

If you feel we have not met your rights, you can complain to HC-One first, and then to the Information Commissioners Office.



How long we keep your information for:

The amount of time we keep your information must only be for how long we need your information to provide care. This will be in line with how long the law says we must keep it for, or the rules set by other organisations.

- The amount of time we keep your information will depend on why we needed it in the first place.
- Or we will follow a Data Retention and Destruction Policy, this will tell us how long we keep your information.

We usually keep care information for 8 years, in line with NHS rules.



Securing your information

HC-One will always keep your information private and safe. The only people that we will let see your information are:

- People with permission like a member of your family who will support and help you to understand your records.
- People who have the right to see it by law

We will only send your information outside of the UK, if necessary to do so, and where it is lawful to do so.



Using security cameras in our homes

We do use security cameras in our homes. This is to keep you and your carers safe. We will always tell you we are using cameras, and access to the recordings is limited to senior people at the home.



Using Twitter and Facebook

HC-One uses Twitter and Facebook, to help your family know what is going on in our homes. We will only use photographs of you where we have your permission to do so.



Information about our services

We will sometimes use your information to let you know about our services. We will only do this where you have given permission to do so.

Getting In Touch

If you feel we have not followed this notice, you are concerned about how we may be using your information or you want to use your rights please contact our Data Protection Officer:



Russell Wynn, DPO & Louise Garrett-Cox, Deputy DPO



Southgate House, Archer Street, Darlington, DL3 6AH



dataprotectionofficer@hc-one.co.uk



01325 351 100



www.hc-one.co.uk



If you remain unhappy with HC-One, you can refer the matter to the Information Commissioner's Office



Wycliffe House, Water Lane, Wilmslow, SK9 5AF



casework@ico.org.uk



0303 123 1113



www.ico.org.uk