

## **Privacy Policy Notice**

Highland House Residential Home Limited is an independent, privately run care home. This privacy policy explains how we use any personal information we collect about you, during the information gathering process known as an Assessment of Need. Topics covered are:

- What information do we collect about you?
- How do we use such information?
- Access to your information and correction.

### **What information do we collect about you?**

#### Person Receiving Care

The nature of our service means that very personal and sensitive information is discussed, openly and honestly, in order to ensure we can meet your health and social care needs in ways that are unique to your individual circumstances. The specific type of information is required in order for us to meet our legal and regulatory obligations as a registered provider. The Legal Basis which we use that is contained within the Data Protection Act 2018 is:

- Article 6(1)(b) – The performance of a contract.

#### Staff

We collect and retain information to allow for your employment in the Social Care setting. This includes, though is not limited to, bank details, employment history, criminal record background, training history and tax related details.

The Legal Basis which we use that is contained within the Data Protection Act 2018 is:

- Article 6(1)(b) – The performance of a contract.

#### Website Visitors

When you use our website, cookies are text files which collect log on information and visitor behaviour information

The Legal Bases which we use are contained within the Data Protection Act 2018 is:

- Article 6(1)(a) – Consent.

#### Visitors

When visiting Highland House, visitors are required to sign in to the building for security and fire safety. This will include your name and the person you are visiting.

The Legal Basis which we use that is contained within the Data Protection Act 2018 is:

- Article 6(1)(a) – Consent.

### **How information about you will be used.**

#### Person Receiving Care:

We may share information regarding your care with those who have a need to know, namely Health Professionals, such as GP's, District Nurses, Hospitals etc., Local Authorities, including departments such as Social Services, Housing, Day Centres etc. Any relevant person identified by you, such as an L.P.A., and our staff

We will not share your information with anyone except those indicated above, unless required by law. If you do not wish specific information to be shared, please inform the data controller.

Personal information supplied to us is processed for the following purposes:

- To agree a Care Plan
- To review your care needs
- To monitor your medication
- To help us improve our services

### Staff

Staff personal data is processed in the following ways:

- To comply with HMRC payroll requirement
- To allow you to be paid during your contract of employment
- To check your criminal history to ensure that you are suitable for care work
- To provide future employers with a reference upon leaving our employment
- Shared with regulatory/legal bodies where there is a legal requirement
- To ensure that you are meeting your training requirements

### Website Visitors

Cookies track visitor use and compile statistical reports on website activity. You can set your browser to accept or decline cookies. Please be aware that a decline preference may mean a loss of function in some of our website features.

### Visitors

This information is retained on a cloud storage platform. It is not processed and is used for reference as required.

### **Access to your information and corrections.**

All files held in your name are available for your perusal and you can ask us to remove information which is inaccurate. Please write to us at:

Data Controller  
Highland House  
Littlebourne Road  
Canterbury  
CT3 4AE

### **Changes to our Privacy Policy.**

This policy has been updated to include the changes being implemented by the General Data Protection Regulations (GDPR) which are in place on 25/5/2018. This policy will be reviewed tri-annually and updated when required.

## Data Retention Schedule

The following table outlines the length of time that your data will be retained.

### Employee Data

Type of Record	Minimum Retention Cycle	Location	Reason of Length of Period
Facts of Employment	Perpetuity	HR/Storage	Provision of references and requests for confirmation of employment
All personal files EXCLUDING information on disciplinary and/or grievance proceedings (but including health information, application forms and references)	6 years from the end of employment	HR/Storage	Provision of references and potential litigation.
Interview Notes (all Appointment Committees' members' notes to be handed to single person at end of interview)	12 months	HR/Storage	Feedback to applicants and time limits on litigation
Income Tax and NI Returns, including correspondence with tax office	6 years after end of the financial year to which the records relate	HR/Storage	Income Tax (Employment) Regulations 1993
Statutory Maternity Pay records and calculations	6 years after end of the financial year to which the records relate	HR/Storage	Statutory Maternity Pay (General) Regulations 1986
Statutory Sick Pay records and calculations	6 years after end of the financial year to which the records relate	HR/Storage	Statutory Sick Pay (General) Regulations 1982
Wages and salary records	6 years after end of the financial year to which the records relate	HR/Storage	Wages (General) Regulations 1970
Accident books, and records and reports of accidents	3 years after the date of last entry	HR/Storage	Accident books, and records and (General) Regulations

## Resident Data

Type of Record	Minimum Retention Cycle	Location	Reason of Length of Period
Initial Contact/Enquiry	1 Year	Office	The time between a person contacting and entering the service can be upto a year.
Resident Care Plans	7 Years	Cloud/Storage	This is the length of time where care records can still be legally required for an investigation
Medication Records	7 years	Storage	This is the length of time where care records can still be legally required for an investigation
Accident Records	7 Years	Cloud/Storage	Forms part of the care plan information

## Company Data

Type of Record	Minimum Retention Cycle	Location	Reason of Length of Period
Company Accounts	Indefinite	Accountant	Future Reference
Tax Information	7 Years	Accountant	Legal cases
Bookkeeping information	6 Years	Accountant	HMRC Requirement