# Privacy Notice

## Introduction

This is ***Absolute Support (London) Limited’s*** Privacy Notice.

As part of the services we offer, we are required to process personal information about our service users and, in some instances, the friends or relatives of our service users. “Processing” can mean collecting, recording, organising, storing, sharing or destroying information.

We are committed to providing transparent information on why we need your personal information and what we do with it. This information is set out in this privacy notice. It will also explain your rights when it comes to your information.

## Service Users

### What information do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may record the following types of information about you:

* Your basic details and contact information e.g. your name, address, date of birth and next of kin;
* Your financial details e.g. details of your funding arrangements.

We also record the following information which is classified as “special category”:

* Health and social care information about you, which might include both your physical and mental health information.
* We may also record information about your race, ethnic origin, sexual orientation or religion.

### Why do we have this information?

We require this information so that we can provide high-quality care and support. By law, we need to have a lawful basis for processing your personal information.

We process your information because

* We are required to do so in order to fulfil a contract that we have with you;
* We have a legal obligation to do so – generally under the Health and Social Care Act 2012 or Mental Capacity Act 2005.

We process your special category information because

* It is necessary due to social security and social protection law (generally this would be in safeguarding instances);
* It is necessary for us to provide and manage social care services;
* We are required to provide information to our regulator, the Care Quality Commission (CQC), as part of our public interest obligations.

We may also process your information with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the information for and how you can withdraw your consent.

### Where do we process your information?

So that we can provide you with high quality care and support we need specific information. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms.

Third parties are organisations we have a legal reason to share your information with. These include:

* Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;
* The Local Authority;
* Organisations we have a legal obligation to share information with i.e. for safeguarding, the CQC;
* The police or other law enforcement agencies if we have to by law or court order.

## Friends/Relatives

### What information do we have?

As part of our work providing high-quality care and support, it might be necessary that we hold the following information on you:

* Your basic details and contact information e.g. your name and address;

### Why do we have this information?

### By law, we need to have a lawful basis for processing your personal information.

We process your information because we have a legitimate business interest in holding next of kin and lasting power of attorney information about the individuals who use our service and keeping emergency contact details for our staff.

We may also process your information with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the information for and how you can withdraw your consent.

### Where do we process your information?

So that we can provide high quality care and support we need specific information. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We do this face to face, via phone, via email, via our website, via post, via application forms, via apps.

Third parties are organisations we have a legal reason to share your information with. These may include:

* Other parts of the health and care system such as local hospitals, the GP, the pharmacy, social workers, clinical commissioning groups, and other health and care professionals;
* The Local Authority;
* The police or other law enforcement agencies if we have to by law or court order.

## Our Website

***In order to provide you with the best experience while using our website, we may need to process some information about you. We are working on this section of our privacy policy in conjunction with our website provider and will update you when we have completed this section.***

## Your rights

The information that we keep about you is your information and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your information

1. You have the right to request a copy of all of the information we keep about you. Generally, we will not charge for this service;
2. You have the right to ask us to correct any information we have which you believe to be inaccurate. You can also request that we restrict all processing of your information while we consider your rectification request;
3. You have the right to request that we erase any of your personal information which is no longer necessary for the purpose we originally collected it for. We retain our information in line with the Information Governance Alliance’s guidelines (<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>)
4. You may also request that we restrict processing if we no longer require your personal information for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your information to be erased if we have asked for your consent to process your information. You can withdraw consent at any time – please contact us to do so.
6. If we are processing your information as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this information while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver’s licence. This is to make sure that information is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you would like to complain about how we have dealt with your request, please contact:

 Information Commissioner’s Office

 Wycliffe House

 Water Lane

 Wilmslow

 Cheshire

 SK9 5AF

<https://ico.org.uk/global/contact-us/>