



CARING FOR THE CARER PILOT - DATA PROTECTION POLICY

ABOUT CONNECTING COMMUNITIES

Connecting Communities supports communities to recognise and embrace the challenges that life presents to older people, enabling them to live life to its full potential by providing a full circle of support within the community. We do this by offering a range of services include the Helmsdale and Golspie Village Hubs, Dinner To Your Door and Art 'n Blether.

ABOUT THE PERSONAL INFORMATION WE USE

We use personal information on different groups of individuals including:

- Patients
- Staff
- Volunteers
- Suppliers
- Complainants, enquirers
- Survey respondents
- Professional experts and consultants

The personal information we use includes information that identifies you like your name, address, date of birth and postcode. We also use more sensitive types of personal information, such as your health and medical history. The information we use can relate to personal and family details; lifestyle and social circumstances; details held in the patient record; responses to surveys.

OUR PURPOSES FOR USING PERSONAL INFORMATION

Connecting Communities hold this information so that we can help to promote the improvement of the physical and mental health of those using the Caring for the Carers service. We use personal information to enable us to provide healthcare

Connecting Communities, Helmsdale Community Centre, Dunrobin Street, Helmsdale, KW8 6JA
Tel: 01431 821655 Email: hello@connectingcommunities.co.uk

Dementia Friendly Communities, known as Connecting Communities, is a charity registered in Scotland with OSCR. Charity number: SC047864

services for patients; undertake research into how best to support carers; supporting and managing our employees; and maintaining our accounts and records.

OUR LEGAL BASIS FOR USING PERSONAL INFORMATION

Connecting Communities, as data controller, is required to have a legal basis when using personal information. When we are using more sensitive types of personal information, including health information, our legal basis is usually that the use is necessary:

- for the provision of support to the carer or the person for whom they are caring; or
- for reasons of substantial public interest for aims that are proportionate and respect people's rights, for example research; or
- in order to protect the vital interests of an individual.

We rely on your explicit consent as our legal basis for using your personal information. When the service begins we will explain what it means, and the rights that are available, to you.

WHO PROVIDES THE PERSONAL INFORMATION

The information held is only provided by yourself or those you are providing care to.

SHARING PERSONAL INFORMATION WITH OTHERS

Depending on the situation, where necessary we will share appropriate, relevant and proportionate personal information in compliance with the law, with the following:

- Our carers
- Staff
- Current, past and potential employers
- Healthcare social and welfare organisations
- Suppliers, service providers, legal representatives
- Auditors and audit bodies
- Research organisations
- People making an enquiry or complaint
- Financial organisations
- Professional bodies
- Police forces
- Voluntary and charitable organisations

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RETENTION PERIODS OF THE INFORMATION WE HOLD

Within Connecting Communities we keep personal information for only as long as it is required. In many cases this will be the duration of the pilot programme and as soon as we are in a position where we no longer need to hold your information, we will destroy all person information, both in digital or physical form. In some cases, it may be necessary for us to keep some information, but we will ensure the removal of any details that would help to identify you.

HOW WE PROTECT PERSONAL INFORMATION

We take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. The following security measures are in place to protect personal information:

- All staff undertake mandatory training in Data Protection and IT Security
- Organisational policy and procedures on the safe handling of personal information
- Access controls and regular reviews of electronic systems

YOUR RIGHTS

This section contains a description of your data protection rights within Connecting Communities

- The Right to be Informed: Connecting Communities must explain how we use your personal information. We use a number of ways to communicate how personal information is used, including:
 - This Data Protection Policy
 - Information leaflets
 - Discussions with staff providing your care
- The right of access: You have the right to access your own personal information. This right includes making you aware of what information we hold along with the opportunity to satisfy you that we are using your information fairly and legally.
- You have the right to obtain:
 - Confirmation that your personal information is being held or used by us
 - Access to your personal information
 - Additional information about how we use your personal informationAlthough we must provide this information free of charge. If you would like to access your personal information, you can do this by contacting:
Mary-Anne Ross, Connecting Communities, Helmsdale Community

Connecting Communities, Helmsdale Community Centre, Dunrobin Street, Helmsdale, KW8 6JA
Tel: 01431 821655 Email: hello@connectingcommunities.co.uk

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Centre, Dunrobin Street, Helmsdale, KW8 6JA, 01431 821655 or hello@connectingcommunities.co.uk. Once we have details of your request and you have provided us with enough information for us to locate your personal information, we will respond to your request without delay, within one month (30 days).

- The right to rectification: If the personal information we hold about you is inaccurate or incomplete you have the right to have this corrected. If it is agreed that your personal information is inaccurate or incomplete, we will aim to amend your records accordingly, normally within one month, or within two months where the request is complex. However, we will contact you as quickly as possible to explain this further if the need to extend our timescales applied to your request. Unless there is a risk to patient safety, we can restrict access to your records to ensure that the inaccurate or incomplete information is not used until amended. If for any reason we have shared your information with anyone else, perhaps during a referral to another service for example, we will notify them of the changes required so that we can ensure their records are accurate. If, on consideration of your request, Connecting Communities does not consider the personal information to be inaccurate then we will add a comment to your record stating your concerns about the information. If this is the case, we will contact you within one month to explain our reasons for this. If you are unhappy about how Connecting Communities has responded to your request for rectification we will provide you with information on how you can complain to the Information Commissioner's Office, or how to take legal action.
- The right to object: When Connecting Communities is processing your personal information for the purpose of the performance of a task carried out in the public interest or in the exercise of official authority you have the right to object to the processing and also seek that further processing of your personal information is restricted. Provided Connecting Communities can demonstrate compelling legitimate grounds for processing your personal information, for instance; patient safety or for evidence to support legal claims, your right will not be upheld.
- Other rights: There are other rights under current Data Protection Law, however, these rights only apply in certain circumstances. If you wish further information on these rights [click here](#)
- The right to complain: Connecting Communities takes data protection very seriously. If you are unhappy with the way in which we use your personal information please tell us using the following contact details: Mary-Anne Ross, Connecting Communities, Helmsdale Community Centre, Dunrobin Street, Helmsdale, KW8 6AJ, tel: 01431 821655, email hello@connectingcommunities.co.uk . You also have the right to complain about how we use your personal information to the Information

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Commissioner's Office (ICO). Details about this are on their website at <https://ico.org.uk/>.

TRANSLATION SERVICE/ACCESSIBILITY

If you would like a copy of this notice in another format please contact Connecting Communities who will take all reasonable steps to support you request.

OTHER RIGHTS THE RIGHT TO ERASURE

The right to erasure is also known as "the right to be forgotten" and in general refers to an individual's right to request the deletion or removal of personal information where there is no compelling reason for Connecting Communities to continue using it. As with other rights, there are particular conditions around this right and it does not provide individuals with an absolute right to be forgotten. Individuals have the right to have their personal information deleted or removed in the following circumstances:

- When it is no longer necessary for the purpose for which it was collected.
- When Connecting Communities no longer has a legal basis for using your personal information, for example, if you gave us consent to use your personal information in a specific way, and you withdraw your consent, we would need to stop using your information and erase it unless we had an overriding reason to continue to use it.
- When you object to Connecting Communities using your personal information and there is no overriding legitimate interest for us to continue using it.
- If we have used your personal information unlawfully.
- If there is a legal obligation to erase your personal information for example by court order.

Connecting Communities can refuse to deal with your request for erasure when we use your personal information for the exercise or defence of any legal claims.

Document:	Caring for the Carer data protection policy
Last reviewed:	24 th March 2020
Review by:	Sarah Kerr
Next review date:	24 th September 2020