



General Data Protection Regulation (GDPR) Privacy Notice

Service Users

This is the privacy notice of Scotts Project Trust (Scotts).

Our registered office is at Delarue Hall, Delarue Close, Shipbourne Road, Tonbridge, Kent, TN11 9NN.

Scotts provides three services to Adults with Learning Disabilities-

- (1) Residential Care, without nursing at St Peter's Row.
- (2) A Supporting Independence Service (SIS) for people living at the Oaks and Willows
- (3) A Day Opportunities Service, at the Development Centre.

Scotts is registered with the Care Quality Commission (CQC) to provide Residential Care without nursing, at St Peter's Row and Personal Care services to adults living in their own home.

The Trustee responsible for overseeing Data Protection is Sue Bourne.

The personal information we collect and use

As a Registered Care Provider, and a Day Service Provider, we are required to collect, store and process some personal information relating to our service users, which is essential to our being able to provide effective care and/or support.

We rely on '*consent*' as the lawful basis on which we collect and use service user personal data. We rely on '*the provision of social care and management of social care systems or services*' as the lawful basis on which we collect and use service user special categories of personal data.

The following data is collected and used:

- Contact details, date of birth, NHS number, Image
- Religion and Sexuality
- Care and Support needs
- Medical and Health information
- Occupation and Leisure preferences
- Likes and dislikes
- Goal and wishes
- Financial information



The information is contained in individual files (manual and electronic) and other recording systems, all of which are subject to strict security and authorised access policies.

How we collect information

Information about service users' care and/or support needs is collected from the funding Authority, and is recorded on an enquiry/referral form and/or as a care management care plan.

Personal information is also collected directly from the service user and their representative(s) and this information is recorded in the Scott's needs assessment, daily diaries/contact records, care/support plans and risk assessments.

All personal information obtained to meet our regulatory requirements will be treated in line with our consent, data protection and confidentiality policies.

Our databases are periodically reviewed to ensure they meet required privacy standards and comply with our general data protection security and protection policies.

Who we share personal information with

We only share service user personal information with Health and Social Care Professionals and the Charities Commission, on a "need to know" basis, observing strict protocols in doing so.

The only exceptions to this general rule would be where we are required by law to provide information, e.g. to help with a criminal investigation. Even when seeking to notify the local authority of a safeguarding matter or the CQC of an incident that requires notification, we would notify without consent if legally or contractually obliged to do so.

Where we provide information for statistical purposes, the information is aggregated and provided anonymously so that there is no privacy risk involved in its use.

Rights

Under GDPR service users have a number of rights that can be exercised free of charge. These rights allow service users to:

- Know what we are doing with personal information and why we are doing it
- Ask to see what personal information we hold about them
- Ask us to correct any mistakes in the information we hold
- Make a complaint to the Information Commissioners Office



Depending on our reason for using the personal information, service users may also be entitled to :

- Ask us to delete information that we hold
- Object to how we are using the information
- Stop us using information in certain ways

We will always seek to comply with requests, however we may be required to hold or use personal information to comply with the law.

For further information about your rights, see guidance from the UK Information Commissioners Office (ICO) on Individual rights under General Data Protection Regulation.

If you would like to exercise a right, please contact the Manager.

How we keep personal information safe

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to personal information to those who have a genuine need to know it. Those processing information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach where we are legally required to do so.

Who to Contact

Please contact the Manager or markallen@scottsprojecttrust.org.uk to exercise any of your rights, or if you have a complaint about why information has been collected, how it has been used or how long we have kept it for.

The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns> or telephone 03031 231113