

Introduction

This privacy policy describes what personal data we collect about you, and how we use or share it. We explain what choices you have relating to your personal data and how you can contact us.

What personal data we hold on you

When enquiring about a service or becoming one of our registered carers, and during the course of providing care and support services that you are involved in, we obtain the following personal information about you:

- Your name, address, date of birth, telephone number, email address, emergency contacts
- Your allergies, any medical, physical or mental conditions and associated care needs
- Your likes, dislikes, lifestyle preferences (including your religious beliefs or other beliefs of a similar nature, racial or ethnic origin, politics, health, marital status and sexuality) and details of your family
- Financial or banking information, including national insurance number
- Your complaints, compliments or concerns about the service we provide
- Any accidents or incidents that you may have been involved in whilst engaged in a Shared Lives service

We work closely with third parties such as social and healthcare professionals and public bodies, who may also provide us with similar or other information about you.

Why we need your personal data

We will use your personal data to:

- Establish your identity and preferences to facilitate the arrangement of Shared Lives placements
- Produce plans, reviews, forms and other documents which assist with monitoring and supporting our services
- Communicate with you, your representatives and any appropriate external social or health care professionals about the delivery of our services
- Conduct relevant financial processes that affect you, such as payment of care and support costs or applications for benefits
- Carry out reviews of our service and improve our customer experience
- Improve your experience of our website and to ensure that the content is presented in the most effective way

Our lawful basis for processing (what we do with) your personal data are:

- "public task", as we are registered to provide regulated activities on behalf of a public authority.
- We need it for the performance of the contract you have with us to provide services on behalf of Shared Lives South West, or to receive them.
- We also process information about you in our legitimate interests to operate effectively as a business, for example, for information security, fraud prevention and in our commercial interests
- From time to time we may also rely on your consent to process your data outside of our regulated work, such as in publicity or media stories. Where we are processing your information based on your consent, you have the right to withdraw that consent at any time.

Who we share your data with

Your personal data may be shared with appropriate external local authority or NHS commissioners, health care professionals, benefit agencies, Shared Lives Plus, employees and volunteers of Shared Lives South West, our service providers or individuals nominated as your representative, but only when relevant, necessary and in their legitimate interests.

We will share personal information with law enforcement or other authorities if legally required to do so or if the Data Protection Act allows it. This includes information required by public bodies to evidence our compliance with the applicable regulatory framework. We are also required to share personal information with external social or health care professionals, including public bodies and local safeguarding groups (in some circumstances) to ensure your safety.

Sending Information Overseas

We use third-party marketing platforms and database developers located outside the European Economic Area to assist us in the provision of our services. We will ensure that there are safeguards in place, or they are operating under contract with us, comply with strict security measures and adhere to relevant data protection legislation in their country.

We use:

- Mail Chimp software (to send emails), which is provided by the Rocket Science Group LLP who are compliant with the 'Privacy Shield' framework in America, which is available at: <https://www.privacyshield.gov/EU-US-Framework>
- Alex Pazuk & Eugenia Vitko (for database development), who is compliant with the Canadian Personal Information Protection and Electronic Documents Act. More information is available at: <https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/>

We also manage social media accounts, such as a Facebook page, which anyone is free to join. If you join one of the Social Media pages, please note that provider of the social media platform(s) have their own privacy policies and that we cannot accept any responsibility or liability for these policies. Please check these policies before you submit any personal data on our social media pages.

We may publish information about you on our website, which will be available to the public world-wide, and will seek your consent in advance for this.

How long we hold your personal data

We will hold it for as long as you have an active relationship with us, and for up to seven years after that, unless we have a legal or other business requirement to keep it for longer. Any personal data that we do not need to keep will be securely destroyed.

Your rights regarding your personal data

You have the right at any time to request access to, rectification or erasure of your personal data; to restrict or object to certain kinds of processing and to the portability of your personal data (where we are able to provide it, so it can be used elsewhere). Depending on the nature of your relationship with us you might not be entitled to your right to erasure of your personal data.

You have the right to make a complaint to the Information Commissioner's Office about the processing of your personal data. Their website is: www.ico.org.uk or telephone 0303 123 1113 or 01625 545 745

Who to Contact

For more information about how we handle your personal data, or to make any request relating to your rights, please contact us:

Data Protection Officer
Shared Lives South West,
Suite 3 Zealley House,
Greenhill Way,
Kingsteignton TQ12 3SB

enquiries@sharedlivesw.org.uk / 01626 360170

Cookies

When we provide services, we want to make them easy, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device, for example, your computer or mobile phone. These include small files known as cookies. They cannot be used to identify you personally.

We use these cookies to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.