

1. Purpose

We believe that transparency is important and appreciate that you trust us with information that is important to you. We want to be open about how we use it and so this privacy notice will let you know about the data we collect, how we use it, the controls we give you over your information, and the measures we take to keep it safe.

2. Information we collect

When you start to access our services, we collect a lot of personal information including your name, address, telephone number and email address. We collect data of important people around you like your family and their contact details. We also collect some more sensitive information like if you have a disability or support need and the medication you take. During the course of the initial meeting we hold, you may tell us about your cultural or religious beliefs although this information is not compulsory to share in order for us to provide services.

3. Why we collect this information

The information we collect is used to create a care or support plan to best meet your support needs and preferences. It is also used to train all support workers who work with you.

We also use this information to communicate with you including arranging support sessions, asking for your feedback and letting you know about other services we provide.

While you are getting support, your Support Workers will send us information after every session about what you have done in the session, how you are, what care you have had and any medication that you have taken.

4. How we keep your information safe

All of your information is kept in a file on our secure company shared drive, on CarePlanner or in Log My Care which are our secure online systems. The shared drive, CarePlanner and log my care can only be accessed with a username and password and access rights are restricted only to employees who need to see it. Some information may be kept in paper files which are held in a lockable cabinet in our offices or in your own file in your home.

5. Who else might see your personal information

- **The Care Quality Commission (CQC)**

If you are receiving care which is regulated by CQC, we have a legal obligation to share some of your information with them as they check to make sure that the care you are receiving is of a high standard.

- **External partners**

We transfer information to service providers, and other partners who process it for us, based on our instructions, and in compliance with this policy and any other appropriate confidentiality and security measures. Examples of this are to allow us to invoice for the support we have provided or with our IT Company to make sure that your personal information remains safe. We also use Care Planner to arrange your rota, Log My Care to plan your support and record your medication.

- **Safeguarding**

We have a legal obligation to share information with the local adults or children's safeguarding team or even the police if we felt that you or others were at risk of harm.

- **Professionals linked with your support**

We may need to share some information with other people involved in your support for example the organisation funding the support, disability services and other medical professionals. Not all of these will apply to you and who we will have contact with will be discussed with you at the start of your support.

6. Your rights in relation to your data

- **The right to be informed**

You have the right to know what information we hold about you, how we store it and who has access to it. That is why we are giving you this privacy notice.

- **The right to access your personal information**

You have the right to be able to access any personal information we hold about you. If you wish to do so, you need to write to us at the address at the bottom of this document.

KEYFORT Group
2 Earls Court
Fifth Avenue Business Park
Team Valley Trading Estate
Gateshead
NE11 0HF
enquiries@keyfortgroup.co.uk

- **Your personal information being correct**

You have the right to ensure that the information we hold about you is correct. If you find that it is not, you have the right to have it changed. We will make any changes requested as soon as possible.

- **The right to erasure**

Although for some of your personal information, we legally have to keep it and share it with others, there may be some information you could ask us to delete. If you wish to request that your data is erased you can write to us at the address at the bottom of this document.

We will write back to you to let you know what we have been able to delete and what we have had to keep, why we need to keep it and how long we will keep it for.

- **The right to restrict processing**

In some circumstances you can ask us to restrict the way we use your data. This is usually just for a short period of time for example if you don't think your data is right and so while we update it you and want us to stop using it.

- **The right to data portability**

This means that you can ask us to provide any data you have given us to others.

- **The right to object**

You have the right to object about how your data is used. For example, you should let us know if you don't want to receive any information relating to other services we offer.

7. Data Retention

Your personal data will be kept by us for as long as you are accessing the service. Once you stop accessing the service, we will only keep your data for as long as we need to in order to comply with the law and best practice. For example, it is best practice to keep health and social care records for eight years after the services have stopped. Any data that we don't have an obligation to keep, we will destroy once you have stopped accessing our services.

8. Contact details

If you need to contact us with a query about your data, please write to us at:

Data Protection Officer

KEYFORT Group

2 Earls Court

Fifth Avenue Business Park

Team Valley Trading Estate

Gateshead

NE11 0HF

enquiries@keyfortgroup.co.uk

9. Review

We will review this privacy notice regularly and will share it with you if there are any changes.

